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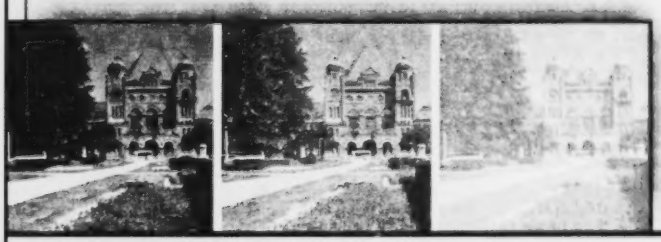
2002-2003 2003-2004

GOVERNMENT OF ONTARIO



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- ***Ministry Overviews***
- ***Annual Reports 2002-2003***
- ***Annual Reports 2003-2004***

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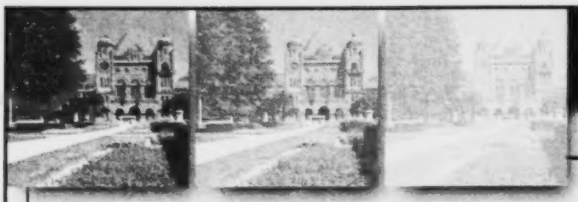

2002-2003 ANNUAL REPORTS 2003-2004

ONTARIO GOVERNMENT

Annual Reports 2002-2003 and 2003-2004

Agriculture and Food
Attorney General
Children and Youth Services
Citizenship and Immigration
Community and Social Services
Community Safety and Correctional Services
Consumer and Business Services
Culture
Economic Development and Trade
Education
Energy
Environment
Finance
Francophone Affairs
Health and Long-Term Care
Intergovernmental Affairs
Labour
Management Board Secretariat
Municipal Affairs and Housing
Natural Resources
Northern Development and Mines
Ontario Native Affairs Secretariat
Tourism and Recreation
Training, Colleges and Universities
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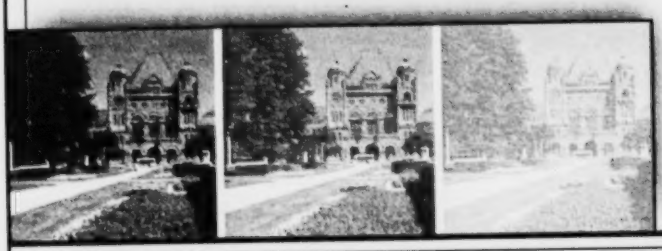
ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Agriculture and Food



This document includes:

- ***Ministry Overview***
- ***Annual Report 2002-2003***
- ***Annual Report 2003-2004***

2002-2003 ANNUAL REPORTS 2003-2004

MINISTRY OVERVIEW

The Ontario Ministry of Agriculture and Food (OMAF) helps build a stronger agri-food sector by investing in the development and transfer of innovative technologies, retaining and attracting investment, developing markets and providing effective risk-management tools.

The ministry consults extensively with stakeholders and works collaboratively with many partners in industry and all levels of government to deliver programs that will enhance the sector's position as a world leader in the environmentally sound production of safe, high-quality agri-food products. OMAF also works closely with several other ministries to develop policies and deliver programs in areas as diverse as nutrient management, investment attraction, economic development and food safety. Much of this work involves partnering with municipal governments as well.

To better serve the agri-food industry, OMAF relies on a total of 12 agencies, boards and commissions. Some, such as the Agriculture, Food and Rural Affairs Appeal Tribunal, have an adjudicative role. Others are operational services and enterprises. Agricorp, for example, administers crop insurance programs to provide farmers with protection against natural hazards, and delivers income stabilization payments.

The Ontario Farm Products Marketing Commission is a regulatory agency that supervises the province's 21 marketing boards and three representative commodity associations. The Commission develops and implements policy, and provides strategic leadership and education programs to marketing boards and their industry partners.

ANNUAL REPORT 2003-2004

The April 2003 Budget eliminated the land transfer tax on farmland when the transfer occurs between family members.

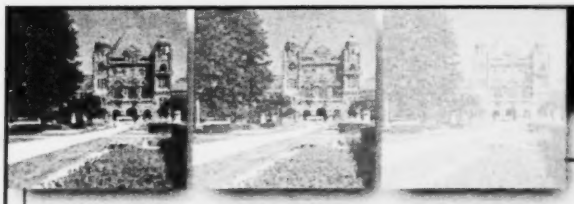
The regulation under the Nutrient Management Act came into effect on Sept. 30, 2003. OMAF appointed a Provincial Nutrient Management Advisory Committee and held extensive consultations with stakeholders.

The government commissioned an independent review of Ontario's meat inspection and regulatory system. In addition, the ministry increased the number of full-time meat inspectors from 10 to 71, and hired 61 part-time meat inspectors.

In December 2003, an Implementation Agreement was signed with the federal government, under the Agricultural Framework Policy. Over the five-year life of the agreement, Canada and Ontario will invest more than $1.7 billion in the agri-food sector, enhancing its competitiveness and long-term stability.

OMAF also developed and introduced the HACCP Advantage system for small and medium-sized food processing plants as a practical and feasible approach to maintain high food safety standards. Hazard Analysis Critical Control Point (HACCP) is a food safety system that focuses on identifying and preventing problems from occurring during food processing.

Following the May 2003 discovery of Bovine Spongiform Encephalopathy (BSE) in the Canadian cattle herd, Ontario committed to provide up to $138.5 million to assist the ruminant livestock industry recover and rebuild.



ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	673
Capital	1
Staff Strength *(as of Mar. 31, 2004)*	873.6

NOTE: Starting in 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as an expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for an a full accrual basis.

ANNUAL REPORT
2002-2003

In 2002, Ontario's agriculture and food sector posted more than $8.3 billion in sales and maintained its position as Canada's leading exporter. Food and beverage companies invested about $800 million in new and existing facilities in Ontario, and created more than 6,000 jobs.

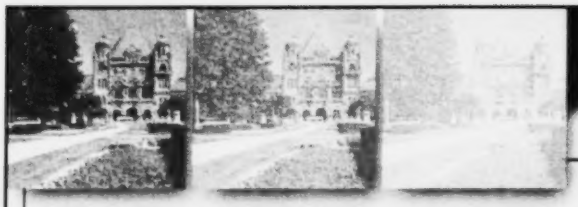
On April 1, 2002, the ministry entered a second five-year agreement with the University of Guelph. Over the life of the partnership, OMAF will invest more than a quarter of a billion dollars in research, education and laboratory services.

In June 2002, the Nutrient Management Act was proclaimed.

Ontario signed the federal-provincial Agricultural Policy Framework (APF), and negotiated with the federal government on behalf of the industry to ensure APF programs are flexible enough to meet the needs of the province's diverse agriculture sector.

A number of initiatives to enhance the province's food safety system moved forward. More than $1.25 million was allocated to 12 food safety research projects. In addition, OMAF worked in consultation with the ministries of Health and Long-Term Care and Natural Resources on the development of regulations under the Food Safety and Quality Act, 2001.

The private sector joined the province in committing $246 million to 119 projects under the Healthy Futures for Ontario Agriculture program.



ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	598
One Time and Extraordinary Costs	18
Capital	43
Staff Strength *(as of Mar. 31, 2003)*	804.8

NOTE: Starting in 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as an expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for an a full accrual basis.

*For further information about the **Ministry of Agriculture and Food**, visit our Internet site at **www.OMAFRA.gov.on.ca**. You can find annual reports for other Ontario government ministries online at **www.gov.on.ca** under "About Government".*

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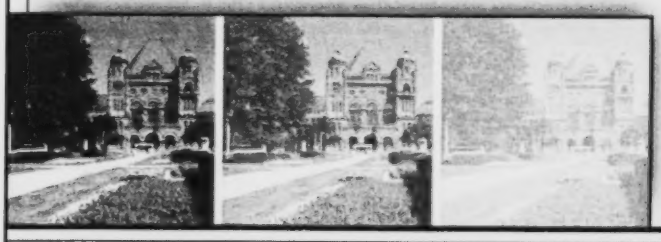
ANNUAL REPORTS

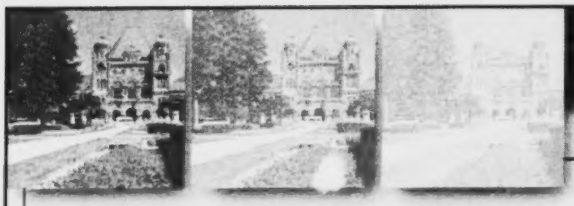
2002-2003 2003-2004

Ministry of the Attorney General



This document includes:

- ***Ministry Overview***
- ***Annual Report 2002-2003***
- ***Annual Report 2003-2004***



MINISTRY OVERVIEW

The Ministry of the Attorney General (MAG) is responsible for providing a fair and accessible justice system that reflects the needs of the diverse communities it serves across government and the province. It strives to manage the justice system in an equitable, efficient and affordable way.

The ministry has five major program areas:

- prosecuting crime and preserving public order and personal safety;
- supporting victims of crime throughout the criminal justice system;
- providing criminal, civil and family courts and related justice services that are fair, timely and accessible;
- providing decision-making and justice support services to vulnerable people; and
- providing legal advice and services to government.

MAG provides expert legal services to ministries, agencies, boards and commissions. These services include: advice on legislative reform, labour relations and public law matters; litigation services relating to constitutional and civil challenges; and regulatory prosecutions.

The ministry is responsible for Legal Aid Ontario (LAO), an independent operational services agency responsible for the administration of legal aid in Ontario. Its mandate is to deliver high quality cost-effective legal aid services to low-income Ontarians. MAG is responsible for funding LAO and ensuring that the agency is accountable and ultimately responsible for the delivery of legal aid in Ontario.

The ministry became responsible for the Human Rights Code in 2003-2004 and for coordinating Ontario's obligations under international human rights treaties and agreements. The Ontario Human Rights Commission and the Human Rights Tribunal of Ontario, which are arms-length, quasi-judicial agencies responsible for administering the Code, are within the Attorney General's policy and administrative responsibilities.

The ministry maintains public accountability for the administration of the Criminal Injuries Compensation Board, the Assessment Review Board, the Ontario Municipal Board, the Board of Negotiation and the Special Investigations Unit. Decision-making by these bodies is independent of the ministry.

ANNUAL REPORT
2003-2004

PROSECUTING CRIME

On June 30, 2003, the ministry announced funding for the Justice Delay Reduction Initiative (JDRI) to deal with the growing delay in the processing of criminal cases in the Ontario Court of Justice. Funding was allocated for the appointment of 15 new judges to the Ontario Court of Justice and the hiring of new Crown attorneys, and other staff to support court operations and help victims.

The ministry announced the creation of a new task force to combat the increasing rate of gun and gang-related crimes in Ontario. The ministry doubled funding for the Youth Justice Committee program to give more low risk young offenders an alternative to the court-based system.

FAMILY JUSTICE SERVICES

The Ontario Public Guardian and Trustee implemented a new IT system to improve program efficiency and enable measurement of key performance indicators. Similarly, the Supervised Access program developed electronic data collection and reporting systems to streamline processes and obtain reliable, timely information for reporting and accountability.

MAG continued to work with Legal Aid Ontario (LAO) to improve governance and accountability reaffirming the provision of quality, client focused legal aid services. LAO opened three new criminal law staff offices, along with several other initiatives.

LEGAL SERVICES

MAG provided high quality legal services to government in ministries, agencies, boards and commissions. The legal services supported MAG's vision by being innovative, strategic and effective. Using a coordinated management model, MAG also represented the government in high profile litigation and inquiries. As well, MAG began implementation of a cross-government IT case management system to track and monitor legal issues.

ANNUAL REPORT 2003-2004

COURT SERVICES

To ensure timely and efficient case processing, MAG implemented a new electronic court case tracking system for civil and family courts in 35 court sites across Ontario.

During the previous fiscal year, MAG established a model electronic courtroom at 393 University Avenue Superior Court of Justice in Toronto. The courtroom is a test environment for the use of advanced in-court technology. Pilot testing and evaluation of the facility continued through 2003-04.

Similarly, the Video Remand Project has implemented 125 installations in courthouses, correctional facilities, First Nations buildings and Ontario Provincial Police detachments. This allows an accused person to appear in court by video conferencing from a police station or correctional institution. Video remand reduces the number of prisoners who must be transported to and from court.

MAG also initiated an annual client satisfaction survey program to regularly monitor all court services and programs.

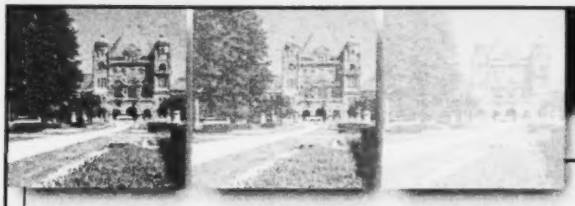
VICTIM SERVICES

The government consolidated victim services from three justice ministries into the Victim Services Division to provide a single point of accountability for the management and delivery of services to victims of crime. The Division became the Ontario Victims Services Secretariat in 2003.

The ministry awarded $7 million to 71 community-based projects and agencies aimed at improving support and services for victims of crime. Funding was also increased to the province's 36 sexual assault crisis centres in 29 communities.

MINISTRY ADMINISTRATION

This program area provided for the overall administration of the ministry, supplying administrative and support services for operating programs. The ministry continued to implement and develop standards to improve overall service delivery.



ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	1199
Capital	24
Staff Strength *(as of Mar. 31, 2004)*	6890.3

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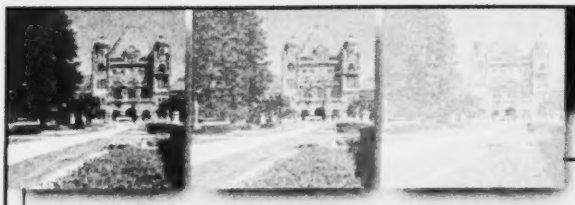


ANNUAL REPORT
2002-2003

PROSECUTING CRIME

To improve service delivery, MAG implemented two case management pilot projects and expanded Youth Justice Committees from six to 22.

FAMILY JUSTICE SERVICES

MAG expanded supervised access province-wide to more than 77 sites. The Ontario Children's Lawyer implemented a new database to improve program efficiency. The Ontario Public Guardian and Trustee introduced a new investment strategy for common fixed income funds.

LEGAL SERVICES

To improve client satisfaction with services, a sub-committee was established to examine the role of the director in legal branches across government. Orientation sessions for newly hired counsel were delivered and a new Intranet website was launched for the Legal Services Division.

COURT SERVICES

MAG established the Child Protection Backlog Committee including representatives of the judiciary, bar and Children's Aid Societies to address backlog issues throughout court offices across the province. In addition, expert working groups were established to develop enhancements to information technology and to identify and develop consistent best practices for managing child protection cases.

MAG began implementation of a new case tracking system for civil, family and small-claims court cases to improve overall court services and eliminate manual data collection. A model electronic courtroom was established, resulting in integrated technologies that support in-court processes.

ANNUAL REPORT
2002-2003

VICTIM SERVICES

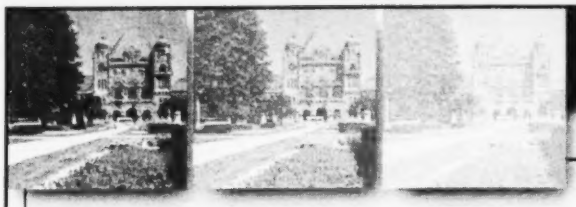
The Domestic Violence Work Team coordinated implementation of the Domestic Violence Court Program at 31 court sites across Ontario. Victim Crisis Assistance and Referral Services expanded from 35 to 38 sites and Partner Assault Response programs increased from 21 to 36 sites during fiscal 2002-03. The Victim/Witness Assistance Program also expanded from 39 to 48 sites.

MINISTRY ADMINISTRATION

MAG launched a new intranet website (MAGnet) to improve communication to staff and facilitate access to corporate resources.

Completion of a Financial Delegation of Authority included a web-based training tool kit for self-learning including relevant financial signing authority, risk assessment forms and other useful resources.

MAG continued to strengthen operating program oversight. In addition, ministry compliance rates regarding Freedom of Information requests rose to 86 per cent.



ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	1052
Capital	43
Staff Strength *(as of Mar. 31, 2003)*	6592.1

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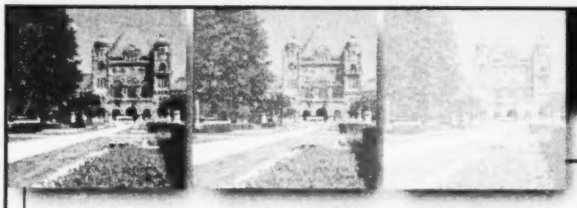

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Ontario

ANNUAL REPORT

2003-2004

Ministry of Children and Youth Services

This document includes:

- ***Ministry Overview***
- ***Annual report 2003-2004***

MINISTRY OVERVIEW

In October 2003, the government created the Ministry of Children and Youth Services -- the first new ministry in Ontario in 20 years. Programs and services were transferred from the ministries of Community and Social Services, Health and Long-Term Care and Community Safety and Correctional Services to bring programs for children and youth under one roof and better serve young people and their families. At the heart of the new ministry is the desire to give all of Ontario's children and youth a voice in government and the best opportunities to help them succeed and achieve their full potential.

The ministry supports the government priorities of success for students, better health, and strong people, strong economy by:

- Leading the government's Best Start strategy in partnership with other levels of government and other ministries such as Education, Health and Long-Term Care, Community and Social Services, Culture, and Tourism and Recreation to help Ontario's young children get the best start in life.

- Transforming the child protection system to provide more stability for vulnerable children and youth, and children's aid societies.

- Transforming the youth justice system to promote rehabilitation, while holding youth in trouble with the law accountable for their actions.

- Working with other governments, ministries and community partners to build a more cohesive system of services that is easier for families to navigate.

- Influencing other ministries to consider how their policies and programs affect children and youth.

ANNUAL REPORT 2003-2004

In 2003-2004, there were 204,950 children in licensed child care and 140,871 children receiving fee subsidies for child care costs.

One of the first announcements the ministry made was to provide $9.7 million in federal funds to strengthen Ontario's child care and early learning network. The funding was delivered to municipalities across the province for minor capital improvements and to purchase new equipment for child care centres.

In its first year, the ministry engaged in several roundtable meetings with a wide range of people who work with children, youth and families, including parents, educators, health care professionals, community partners and law enforcement agencies. The minister and ministry staff used these opportunities across the province to hear how programs work for families and how to make these programs and services work better.

To help improve the quality of life for children and youth with autism, the government announced a plan to expand supports for children from preschool age through high school. The plan included increasing the number of preschool children who receive assessments and services, training educators to support children with autism in the classroom, strengthening supports for parents, and investing in autism research and evaluation.

In 2003-2004, the ministry provided children's mental health services to over 160,000 children and youth through about 260 agencies.

The ministry took a number of steps to help children's aid societies improve outcomes for children and better manage costs. Targets were established to increase the number of adoptions and to place children in care closer to home. In addition, societies were provided with enhanced funding for increased adoptions and incentives that reduced legal and other operating costs. The ministry provided more than $85 million, including $65 million to address societies' increased operating expenditures and more than $20 million to address deficits carried over from 2002-2003.

ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	2,640
Staff Strength *(as of Mar. 31, 2004)*	1,780

NOTE:

- The Ministry of Children and Youth Services was created in October 2003. For comparative purposes, the expenditures and staff strength have been restated to reflect the transfer of programs from the ministries of Community and Social Services, Community Safety and Correctional Services, and Health and Long-Term Care.

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Ontario

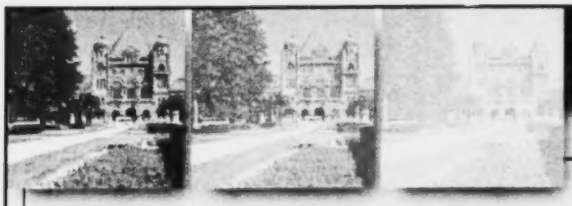
ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Citizenship and Immigration

This document includes:

- ***Ministry Overview***
- ***Annual Report 2002-2003***
- ***Annual Report 2003-2004***



MINISTRY OVERVIEW

The Ministry of Citizenship and Immigration's programs and services are divided into the following areas:

CITIZENSHIP AND IMMIGRATION
The Citizenship and Immigration Division has responsibility for accessibility, immigration and volunteerism. The division works to ensure that: accessibility for people with disabilities is improved so that all Ontarians can work, play, learn and otherwise participate in society to their full potential; immigrants can contribute fully to the economic and social life of the province; and more Ontarians, including youth, volunteer in their communities and are recognized for it.

ONTARIO WOMEN'S DIRECTORATE
The Ontario Women's Directorate works to prevent violence against women and children and to advance women's economic independence so that young girls and women can make choices that lead to life and career success.

ONTARIO SENIORS' SECRETARIAT
The Ontario Seniors' Secretariat undertakes policy initiatives that improve the quality of life of Ontario seniors and public education efforts for and about Ontario seniors.

REGIONAL SERVICES
Regional Services delivers programs and services to clients across Ontario in support of the activities of the Ministry of Citizenship and Immigration, the Ministry of Culture and the Ministry of Tourism and Recreation.

MINISTRY ADMINISTRATION
Ministry Administration ensures the provision of efficient, effective administrative services to managers, including strategic business and resource planning, to support ministry and government objectives. The program provides corporate services to the ministries of Citizenship and Immigration, Culture and Tourism and Recreation.

ANNUAL REPORT 2003-2004

CITIZENSHIP AND IMMIGRATION

Accessibility Directorate of Ontario

The ministry developed guidelines, tools and resources for sectors that have obligations under the Ontarians with Disabilities Act, 2001, and established strategic partnerships with private and non-profit sectors to prevent and remove barriers for people with disabilities.

The ministry held public consultations to find ways to make the Ontarians with Disabilities Act, 2001, stronger and more effective so that every Ontarian can fully participate in building a stronger province.

Immigration and Settlement

The ministry supported community-based delivery of immigrant settlement services through strategic funding and special initiatives to strengthen the settlement sector. The ministry also established a bi-lateral process with the federal government on immigration-related matters and cross-ministry leadership on economic integration.

Volunteerism

The ministry enhanced the capacity of the voluntary sector to meet the needs of Ontario's diverse communities by addressing the needs and interests of volunteers and their organizations, providing a two-way window between communities and government, and supporting/brokering strategic partnering initiatives to help volunteers and their organizations deliver cost-effective services.

Honours and Awards

The ministry honoured more than 7,500 volunteers across the province with Ontario Volunteer Service Awards to recognize their role in building strong, vibrant communities and the contribution they make to the economic and social well-being of Ontario. The theme of the 2003 awards was "Ontario's Provincial Treasures."

ANNUAL REPORT 2003-2004

Human Rights

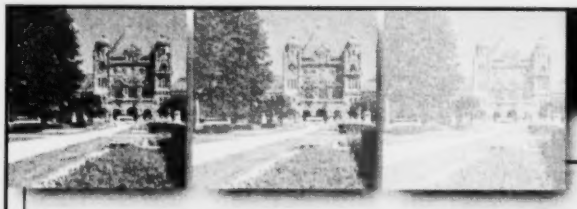
The ministry provided policy analysis and advice on human rights, including the development of the Mandatory Retirement Elimination Act and supported the Ontario Human Rights Commission as it worked to improve customer service, reduce the length of time needed to resolve complaints and carry out public education and policy initiatives to address issues of systemic discrimination.

ONTARIO WOMEN'S DIRECTORATE

The ministry supported the Minister Responsible for Women's Issues and the Parliamentary Assistant to the Premier in a series of roundtable consultation meetings held with over 180 experts to get input on the development of a multi-year, multi-ministry plan to protect victims of domestic violence. The ministry also supported a newly formed ministerial steering committee to elevate domestic violence as a priority and to take a comprehensive approach across ministries.

The ministry worked with private and voluntary sectors to promote women's economic independence by:

- providing young women with information on a full range of career opportunities, including those requiring a foundation in math, science and technology;
- promoting the recruitment and retention of women in growth industries and industries where skill shortages exist; and
- promoting women's entrepreneurial success.



ANNUAL REPORT
2003-2004

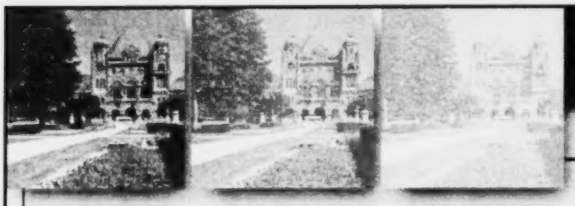
ONTARIO SENIORS' SECRETARIAT

The ministry moved forward with its Strategy to Combat Elder Abuse by establishing eight regional elder abuse consultants to work with community groups across the province. The Ontario Elder Abuse Conference, "Building on Experience: Innovation and Change" March 1-2, 2004, involved elder abuse organizations and seniors across the province sharing creative approaches to the coordination of community services, education of front-line staff serving seniors, and public education.

Ontario's five-year, $68.4M Strategy for Alzheimer Disease and Related Dementias has improved the quality of life of those afflicted by Alzheimer Disease and related dementias, their families and caregivers. The strategy has resulted in expansion of respite services, the hiring of 50 new psychogeriatric resource consultants across the province and public education coordinators at each of the 39 local Alzheimer Society chapters.

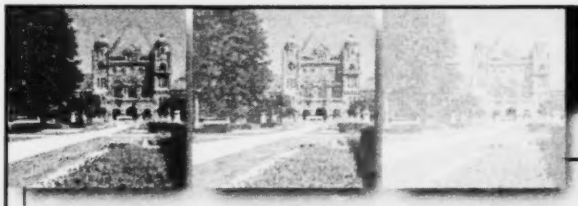
The ministry partnered with other levels of government to develop a "Collaborative Seniors' Portal" pilot website where seniors can access federal, provincial and municipal government information and services in one place.

The ministry developed *A Guide to Programs and Services for Seniors in Ontario,* a guide to provincial, federal, municipal and community services for seniors. The guide is available in hard copy and online through the secretariat's website.



ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	52.0
Staff Strength *(as of Mar. 31, 2004)*	471.5



ANNUAL REPORT
2002-2003

CITIZENSHIP AND IMMIGRATION

Accessibility Directorate of Ontario

The ministry fostered broad-based partnerships with the private and broader public sector, disability organizations and community groups.

Additional sections of the Ontarians with Disabilities Act, 2001 were proclaimed to bring into law the sections of the act setting out specific accessibility obligations for the Government of Ontario, municipalities and other scheduled organizations, including public transit organizations, school boards, hospitals, colleges and universities.

Twelve members were appointed to the Accessibility Advisory Council of Ontario, a body designed to advise the minister on improving access, independence and opportunity for people with disabilities. Through the AccessAbility grant program, the ministry provided grants to not-for-profit, non-government or community-based organizations that partner with others in their community to create practical, workable projects that help people with disabilities.

Immigration and Settlement

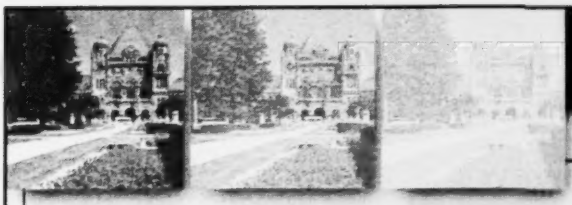
The ministry worked on an immigration strategy for Ontario. The ministry also continued to help newcomers adjust to their new lives in Ontario with the Newcomer Settlement Program, which provides grants to organizations that offer direct services to immigrants, as well as projects that help the settlement sector.

Volunteerism

The ministry supported strategic partnering initiatives to help volunteers and their organizations deliver cost-effective services.

Honours and Awards

The ministry honoured 7,000 volunteers with Ontario Volunteer Service Awards and Outstanding Achievement Awards at 28 ceremonies held throughout the province to recognize the important role volunteers play and the contribution they make to Ontario.



ANNUAL REPORT 2002-2003

Human Rights

The ministry provided policy analysis and advice on human rights and support to the Ontario Human Rights Commission as it worked to improve customer service, reduce the length of time needed to resolve complaints and carry out public education and policy initiatives to address issues of systemic discrimination.

ONTARIO WOMEN'S DIRECTORATE

The ministry expanded its commitment to address domestic violence and undertook new initiatives to help women train for work in the skilled trades and in information technology.

The ministry committed $5.8 million over five years to help women train for work in the skilled trades and $2 million to train women for jobs in information technology.

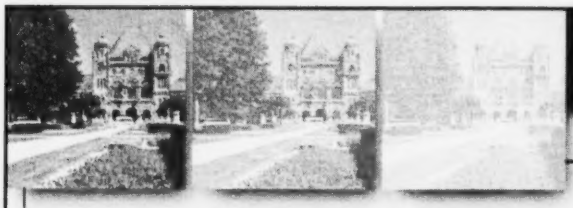
ONTARIO SENIORS' SECRETARIAT

The ministry established Ontario's Strategy to Combat Elder Abuse focussing on three priorities:

- co-ordination of community services;
- front-line staff training; and
- public education to raise awareness of elder abuse.

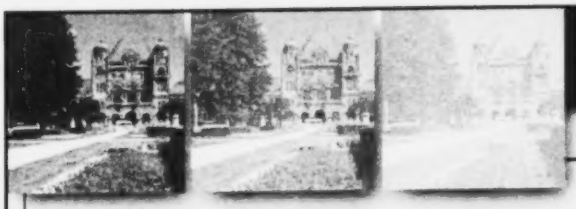
The ministry developed "A Guide to Advanced Care Planning" in partnership with consumer advocates, seniors' groups and service providers, that explains advance care planning and provides answers to frequently asked questions to help seniors ensure that their care and medical choices are followed, should they become incapable of making those decisions.

Through the Memory Project, a partnership with the Dominion Institute, the ministry continued to preserve the memory of veterans by bringing them into classrooms to educate students and share their experiences.



ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	**53.0**
Staff Strength *(as of Mar. 31, 2003)*	**480.7**



For further information about the ***Ministry of Citizenship and Immigration,*** *visit our Internet site at* ***www.citizenship.gov.on.ca.*** *You can find annual reports for other Ontario government ministries online at* ***www.gov.on.ca*** *under "About Government".*

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Ontario

ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Community and Social Services

This document includes:

- *Ministry Overview*
- *Annual Report 2002-2003*
- *Annual Report 2003-2004*

MINISTRY OVERVIEW

The Ministry of Community and Social Services (MCSS) is responsible for policy development and program support for a broad range of services aimed at supporting Ontario's most vulnerable citizens.

Key areas of responsibility include:

- Income and employment supports
- Social and community services
- Services for adults with a developmental disability

Ministry-supported programs primarily serve people who are in financial need, women and children escaping domestic abuse, people who are homeless or at risk of becoming homeless, adults with a developmental disability and families who are owed court-ordered support payments.

The ministry is also responsible for maintaining the province's adoption disclosure register, which helps adopted adults and their birth relatives exchange information about one another and, with the agreement of both parties, reunite.

The services that the ministry supports are delivered in a variety of ways:

- directly by ministry staff
- by municipal social services offices with costs shared between the province and municipalities
- by community organizations under transfer payment agreements with the ministry
- by First Nations.

The ministry aims to build more resilient families and individuals and stronger communities across Ontario.

ANNUAL REPORT 2003-2004

INCOME AND EMPLOYMENT SUPPORTS

In 2003, the ministry began work to restore integrity and fairness to income assistance programs by abolishing Ontario's lifetime welfare ban for welfare fraud. Under the new rules, judges administer penalties for fraud convictions based on criminal law.

SOCIAL AND COMMUNITY SERVICES

MCSS continued to work with women's shelters and counselling agencies to better protect women and their children escaping domestic violence. The ministry also worked with municipalities on shared priorities to address homelessness, and increased its investment in homelessness programs and affordable housing through proceeds from the sale of the former Princess Margaret Hospital site in downtown Toronto.

DEVELOPMENTAL SERVICES

The ministry continued to invest in supports and services to improve the lives of people with a developmental disability, part of the multi-year plan to improve developmental services. This included:

- an initiative to create 178 new places for people with developmental disabilities to live in Ontario communities;
- expanding the Familyhome program, which matches people with a developmental disability with host families to provide stable and caring homes;
- increasing funding and flexibility in the Special Services at Home program that helps families with developmentally and/or physically disabled children and adults with a developmental disability who are living at home;
- more support for respite and day programs;
- new resources to help community agencies hire and retain quality caregivers.

ANNUAL REPORT 2003-2004

FAMILY RESPONSIBILITY OFFICE

The Family Responsibility Office made some important changes to help families get the court-ordered payments they are owed. The changes included immediate improvements to customer service and launching a series of consultations across Ontario to receive input from stakeholders on future changes at the Family Responsibility Office.

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	5,999
Capital	10
Staff Strength *(as of Mar. 31, 2004)*	5,826.9

NOTE: For comparative purposes, 2003-04 actuals are restated to reflect inter-ministry program transfers. Starting in 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

ANNUAL REPORT 2002-2003

In 2002-2003, the programs delivered by MCSS were delivered under the former Ministry of Community, Family and Children's Services (MCFCS).

INCOME AND EMPLOYMENT SUPPORTS

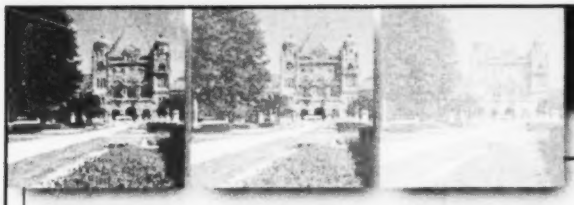
The ministry continued to implement programs throughout Ontario that provide people on social assistance with training, literacy testing and other supports to move them back into the workforce. Increased investments were made to expand the Learning, Earning and Parenting program, intended to help young parents complete their education, learn good parenting skills and get jobs. The ministry also began phasing in mandatory addiction treatment.

SOCIAL AND COMMUNITY SERVICES

The ministry invested in a range of initiatives to support municipalities in their role as managers of local homelessness services. The government committed the net proceeds of the proposed sale of the former Princess Margaret Hospital site in downtown Toronto to the City of Toronto to help address homelessness. The ministry also continued to work with municipalities to get people out of the cold and into emergency shelters during winter months by conducting a public information campaign to raise awareness about the Street Helpline which provides information about shelters and availability of shelter spaces.

DEVELOPMENTAL SERVICES

The ministry implemented new services, community supports and capital funding in the developmental services sector. The government also increased its support for the Special Services at Home program to support families caring for a child with a developmental and/or physical disability, and adults with a developmental disability who live at home.



ANNUAL REPORT 2002-2003

CHILDREN'S SERVICES

In addition to services for adults, the ministry supported a variety of programs for children and their families in 2002-03, including:

- The Infant Development Program, to identify children at risk of delays in development or who are diagnosed with a developmental disability
- Children's mental health programs, including early identification, intervention and treatment services for children and their families
- The Early Years Challenge Fund, a matching grant program that challenged businesses and charitable groups to develop new programs for parents, caregivers and young children
- The child welfare program that funds children's aid societies to protect children who are at risk of abuse or neglect
- The Early Literacy Initiative, providing specialized early literacy training to early years professionals to foster literacy and language development
- Ontario Early Years Centres that help promote children's readiness to learn and support parents and caregivers in promoting healthy child development
- Services for children with autism, including Intensive Behavioural Intervention services, and an expansion of the Intensive Early Intervention Program for Children with Autism

In 2002-03, the Infant Development Program served 11,219 children, the Early Years Challenge Fund supported 55 projects, the Early Literacy Initiative provided training, workshops or conferences to more than 34,300 people and early literacy services to more than 12,300 parents and caregivers. The ministry also opened the first 42 of 103 Early Years Centres around the province.

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	5,846
Capital	16
Staff Strength *(as of Mar. 31, 2003)*	6,163.9

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*For further information about the **Ministry of Community and Social Services,** visit our Internet site at **www.mcss.gov.on.ca.** You can find annual reports for other Ontario government ministries online at **www.gov.on.ca** under "About Government".*

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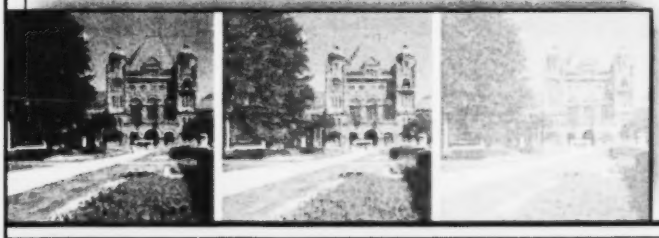
Ontario

ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Community Safety and Correctional Services



This document includes:

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- ***Annual Report 2002-2003***
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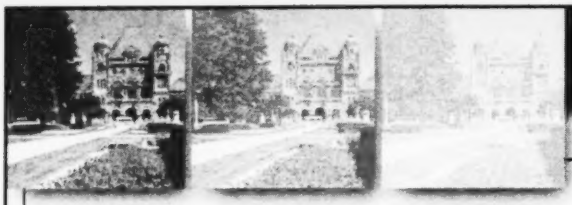
2002-2003 ANNUAL REPORTS 2003-2004



MINISTRY OVERVIEW

The Ministry of Community Safety and Correctional Services protects the public interest in three broad areas: public safety and security; correctional services; and police services.

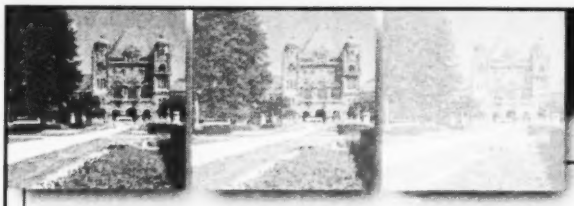
The Ministry of Community Safety and Correctional Services and its Justice Sector partner, the Ministry of the Attorney General, share a common vision:

Our communities must be:

- *supported and protected by effective, efficient, accessible and accountable justice and public safety systems; and also*
- *protected by a modern correctional system where incarcerated offenders are held in a safe and security environment and where those serving sentences in the community are well supervised.*

Community Safety, formerly the Ministry of the Solicitor General, oversees policing in Ontario by setting policy for both municipal police services and the Ontario Provincial Police. It delivers community safety programs through the Centre of Forensic Sciences, the Office of the Chief Coroner and the Office of the Fire Marshal. During the year, it plans to establish the Office of the Commissioner of Public Safety and Security. The Commissioner's responsibilities will include Emergency Management Ontario and the public safety division, including the Office of the Fire Marshal, the Centre of Forensic Sciences, the Office of the Chief Coroner and animal welfare.

Correctional Services, formerly the Ministry of Correctional Services, provides supervision and programs to offenders serving community sentences on conditional sentences, probation or on Ontario parole. The ministry also manages and provides secure custody and rehabilitative programs for adult offenders serving sentences of less than two years. Its institutions also hold people who have been remanded while awaiting trial, sentencing or other proceedings. The ministry is completing an infrastructure renewal program that has resulted in three new institutions, three major expansions to existing facilities, and the closure of older facilities.



ANNUAL REPORT 2003-2004

Correctional Services

• The ministry continued its program to modernize correctional facilities to provide an effective system to help ensure the safety of staff and communities.

•Two new facilities, the Central East Correctional Centre in the City of Kawartha Lakes and the Vanier Centre for Women in Milton, opened. This allowed the decommissioning of some older, less efficient institutions.

• Probation and Parole Offices continued to implement the probation and parole service delivery model designed to provide more focused interventions and core rehabilitative programming for offenders.

Promoting and Supporting Excellence in Policing

• The Quality Assurance Unit of the Policing Services Division inspected approximately 25 per cent of the municipal police services in Ontario as part of a four-year cycle of inspections.

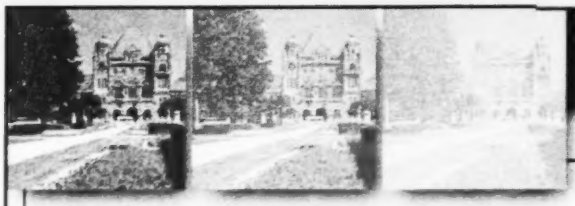
•The ministry distributed $34 million in transfer payments that assist police services and community organizations with community safety, crime prevention and investigation programs.

• The ministry co-hosted the Green Tide Summit with the Ontario Association of Chiefs of Police, bringing together representatives of various levels of government, law enforcement, public utilities and the private sector to discuss the problem of marijuana grow operations.

Providing Frontline Policing Services

• The OPP focused on reducing fatalities through programs including Snowmobile Trail Officer Patrol (STOP) and Snowmobile, All-terrain vehicle, Vessel Enforcement (SAVE).

• The OPP established the Major Highway Response Team in the Greater Toronto Area to clear accident scenes more quickly.



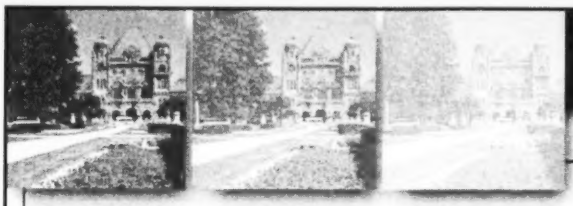
ANNUAL REPORT
2003-2004

Providing Programs and Services that Improve Community Safety

- The Emergency Management Act improved Ontario's ability to prevent and react to large-scale emergencies and help people during an emergency by requiring that all municipalities in Ontario have an emergency management coordinator and develop emergency management programs that include a municipal emergency response plan.
- The ministry began work with its partners on the creation of a firefighters memorial at Queen's Park in recognition of the vital role played by Ontario firefighters.
- The Office of the Fire Marshal developed a Canadian version of the American Risk Watch Program and translated it into French and English. The Risk Watch Program is an injury prevention program for children from Kindergarten to Grade eight and has a strong fire prevention component.
- The government closed Project Turnaround, a privately operated strict discipline facility for youth.
- The ministry continued to:
    - Provide municipalities with consistent standards for emergency management programs
    - Improve the Centre of Forensic Sciences' capacity to test DNA, explosives and toxic or chemical agents

Modernizing the Justice System

- The ministry's Offender Tracking Information System in Ontario's correctional facilities and in probation and parole offices gives staff important information about offenders.



ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	1,666
Capital	47
Staff Strength *(as of Mar. 31, 2004)*	16,741.8

NOTE: Starting in 2002-2003, major tangible capital assets owned by Provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

ANNUAL REPORT
2002-2003

Modernizing Correctional Services

- The Victims Empowerment Act was proclaimed. The act allow victims to attend and take part in parole hearings.
- The ministry continued to expand its use of technology in monitoring specific offenders serving sentences in the community.

Providing Frontline Policing Services

- The OPP entered into a partnership with the Sûreté du Québec to share AMBER Alert notifications.
- The OPP continued to equip its vehicles on the 400 series highways with mobile workstations.
- The OPP and 38 municipal police services began using a Records Management System and Computer-Aided Dispatch system that improves police dispatching, 9-1-1 response time and records management.

Promoting and Supporting Excellence in Policing

- The province began implementation of the $2M Assisting and Preventing Child Victims of Sexual Abuse Through Focused Investigation of Child Pornography Cases Initiative with the Toronto Police Service to provide officer training and computer hardware/software.

Providing Programs and Services that Improve Public Safety and Security

- More than doubled the budget for Emergency Management Ontario (EMO).

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	1,656
Capital	66
Staff Strength *(as of Mar. 31, 2003)*	16,441.2

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Ontario

ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Consumer and Business Services

This document includes:

- ***Ministry Overview***
- ***Annual Report 2002-2003***
- ***Annual Report 2003-2004***

2002-2003 ANNUAL REPORTS 2003-2004

MINISTRY OVERVIEW

The Ministry of Consumer and Business Services (MCBS) provides a wide range of services, focused on customer service delivery and consumer protection for a fair, safe, dynamic and informed Ontario marketplace.

Through ServiceOntario, the ministry is responsible for improving access to government services in a way that was easy, convenient and secure. The goal for ServiceOntario is to provide individuals and businesses with one-stop shopping for government services whether by phone, online or in person.

Every year, the ministry serves more than 1,000,000 Ontarians at Government Information Centres, 300,000 Ontarians over the phone and enables more than 4.5 million website visits.

The ministry administers and enforces 66 statutes for consumer protection and rules for business practices. The ministry responds to approximately 75,000 consumer complaints and inquiries each year and educates consumers through communication activities.

The ministry regulates the sale, service and consumption of beverage alcohol, promotes its responsible use and enforces the Liquor Licence Act for 17,000 businesses in Ontario. The ministry requires that gaming activities, such as commercial and charity casinos, be conducted in the public interest and with honesty, integrity and financial responsibility.

The ministry registers and maintains accurate, secure information on births, adoptions, deaths, marriages and legal name changes in Ontario. The ministry provides proof of registration in the form of certificates and certified copies. The ministry also registers and maintains accurate public records and provides public access to information and records for real property, personal property and security, and companies.

MINISTRY OVERVIEW

The ministry oversees and retains accountability for the administrative authorities that enforced statutes regulating public safety (e.g. fuel safety), occupational standards (e.g. real estate) and quality control (e.g. Vintners' Quality Alliance wine).

Organizations such as the Electrical Safety Authority, the Ontario Motor Vehicle Industry Council, the Real Estate Council of Ontario, the Technical Standards and Safety Authority and the Travel Industry Council of Ontario are entities that have been made responsible for the administration of specific legislation governing their sectors.

Two regulatory organizations administer ministry legislation. Tarion protects Ontario's new home-buyers by guaranteeing builders' warranties and deposits on new homes. The Board of Funeral Services licenses funeral directors and transfer services, conducts inspections and investigates complaints under the Funeral Directors and Establishments Act.

Several agencies report to the ministry and help administer the laws for which it is responsible, including the Alcohol and Gaming Commission of Ontario, the Ontario Film Review Board and the Ontario Racing Commission.

The Licence Appeal Tribunal receives appeals, conducts hearings, resolves disputes and renders decisions concerning compensation claims and licensing activities regulated by several ministries.

ANNUAL REPORT
2003-2004

PROTECTING CONSUMERS

The ministry launched a campaign to help Ontarians reduce their risk of identity theft and make it easier to repair damage after a theft of identity had taken place. The Identity Theft Statement, which notified credit issuers and financial institutions nationwide of the loss, was developed jointly with federal, provincial and territorial governments, in consultation with banks, major retailers, credit card companies, law enforcement officials and consumer protection agencies.

IMPROVING ACCESS TO SERVICES

MCBS worked with other ministries to develop a government-wide online service to complete routine transactions such as reporting a change of address or renewing a vehicle registration. The ministry took steps to address the birth certificate backlog and improve service levels at the Office of the Registrar General.

ECONOMIC GROWTH AND DEVELOPMENT

The ministry established a new five-year initiative to boost development in emerging grape growing regions and increase business opportunities for small wineries. This initiative provided wineries with flexibility to source more grapes from Ontario's more established grape growing regions.

The ministry worked with Ontario's small brewing industry to develop an industry strategic and marketing plan.

ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	182
Capital	1
Staff Strength *(as of Mar. 31, 2004)*	1,372

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ANNUAL REPORT
2002-2003

PROTECTING CONSUMERS

The ministry introduced consumer protection reforms with the Consumer Protection Statute Law Amendment Act and the Funeral, Burial and Cremation Services Act, 2002.

INTEGRATED ELECTRONIC SERVICE DELIVERY

The ministry facilitated one-window access to government business registration services, enabling clients to register for provincial programs as well as Goods and Services Tax, corporate income tax and payroll deduction.

The ministry upgraded e-Laws, which provides public access to Ontario laws online.

Other customer service initiatives included the "Life Event Bundle" project, providing online access to related groups of government services for Ontarians encountering major changes in their lives.

ELECTRONIC LAND REGISTRATION

The Electronic Land Registration System registered its one-millionth electronic document in 2002.

In addition, Toronto, the largest real estate market in Ontario, was connected to the electronic system in September 2002.

ECONOMIC DEVELOPMENT

In 2003, an updated European Union-Canada Trade Agreement was negotiated that secured access to European markets for all Ontario wines.

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	178
Capital	1
Staff Strength *(as of Mar. 31, 2003)*	1,310

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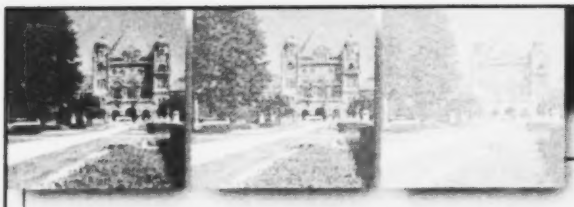

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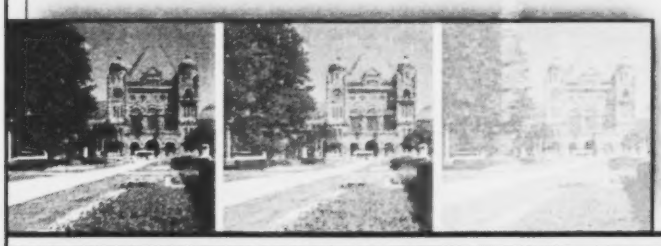
2002-2003 2003-2004

Ministry of Culture



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2002-2003 ANNUAL REPORTS 2003-2004

MINISTRY OVERVIEW

The Ministry of Culture administers legislation, develops policy and delivers programs related to the arts, heritage, libraries, cultural industries and cultural agencies in Ontario.

The ministry provides operational funding to its agencies, libraries, museums and provincial heritage organizations. It administers tax credits and other programs for the cultural industries – film and television production, book and magazine publishing, sound recording and digital media.

The ministry works in partnership with its agencies, provincial and community-based organizations, other ministries, federal and municipal governments and the private sector to support the arts, preserve and protect heritage resources and provide equitable access to information through the public library system.

The ministry oversees the activities of 13 provincial agencies:

- Art Gallery of Ontario
- McMichael Canadian Art Collection
- Ontario Heritage Foundation
- Ontario Science Centre
- Royal Botanical Gardens
- Royal Ontario Museum
- Science North
- Ontario Arts Council
- Ontario Media Development Corporation
- Ontario Trillium Foundation
- Ontario Library Service - North
- Southern Ontario Library Service
- Conservation Review Board

Ministry Vision

The Ministry of Culture encourages the arts and cultural industries, preserves and protects Ontario's heritage and advances the public library system.

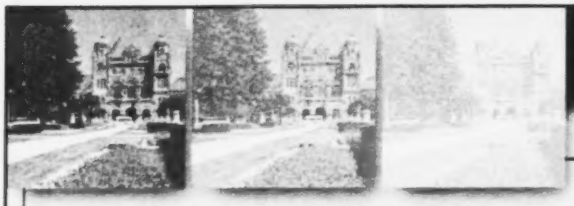
ANNUAL REPORT
2003-2004

With the election of the McGuinty government in October 2003, heritage stakeholders were consulted on amendments to improve the Ontario Heritage Act, including stronger demolition controls.

In March 2004, the ministry worked with the Ontario Realty Corporation and the City of Toronto to successfully negotiate an agreement in principle for public acquisition of the site of Ontario's first parliament buildings. The agreement ensures that an important part of Ontario's history is preserved for the benefit of future generations.

The ministry and the Ontario Museum Association conducted nine workshops across the province, including one bilingual workshop in northern Ontario to educate the museum community on provincial museum standards. The ministry also organized several courses for divers on marine heritage conservation.

As part of its Archaeology Customer Service Project, the ministry consulted extensively with the archaeology community, First Nations and other key stakeholders on potential improvements to licensing and regulatory approval processes.



ANNUAL REPORT
2003-2004

Visitor attendance and spending at Ontario's attraction agencies and other cultural tourism attractions declined dramatically in the aftermath of the Severe Acute Respiratory Syndrome (SARS) crisis, the August 2003 blackout and other challenges. The ministry launched the Cultural Tourism Marketing Fund (CTMF) in July 2003 as part of the government's $128 million Tourism Recovery Program. The fund helped cultural organizations, like the Stratford and Shaw festivals, recapture lost audiences, increase market reach and develop new cultural tourism products.

With the help of the CTMF, attendance at the ministry's cultural attraction agencies rebounded to 3.1 million visitors in 2003-04. Overall, tourism recovery initiatives, including the CTMF, generated an estimated $687 million for the provincial economy from July 1, 2003 to March 31, 2004.

To revitalize the arts and cultural sector through new business growth and training, the ministry increased its base funding for the Ontario Arts Council (OAC) by $7.5 million in 2003-04, with an additional $7.5 million committed for 2004-05. The OAC celebrated its 40th anniversary as the province's key vehicle for providing support to individual artists and professional arts organizations. In 2003-2004, the OAC awarded $29.3 million in grants to 1,379 individual artists and 867 organizations in 249 Ontario communities.

The ministry worked closely with the Ontario Science Centre, Art Gallery of Ontario and Royal Ontario Museum to successfully implement cultural renaissance capital construction projects at these agencies. The ministry also strengthened its commitment to cultural facilities, arts education and urban revitalization by investing $2 million in a new theatre complex for the renowned Soulpepper Theatre Company and George Brown College. The new complex will be housed in the historic Gooderham and Worts building, in Toronto's Distillery District.

ANNUAL REPORT
2003-2004

The ministry worked with the Ontario Trillium Foundation to implement new program directions in 2003-04. A signature initiative under the new guidelines was a $1.25 million investment in an arts and cultural festival to complement and promote the Hamilton 2003 World Cycling Championships. The grant also enabled the training of up to 3,000 volunteers to assist with the championships.

The ministry and the Ontario Trillium Foundation jointly launched the new Strategic Granting Initiative for Library Boards. The program provides funding of up to $15,000 each to Ontario libraries serving municipalities of 20,000 people or less, First Nations libraries and Local Services Boards that offer library services. In this initial year, 214 libraries in small communities received $2 million in grants to acquire collections, enhance community programming, upgrade training and technology, purchase equipment, furniture and shelving, and increase accessibility.

Together with the Southern Ontario Library Service, the ministry launched the new "24 by 7" TEKdesk at the Peterborough Public Library. This innovative live phone service and Web-based help desk provides technological support to all libraries in Ontario. The TEKdesk is particularly helpful to smaller, remote, rural and First Nations libraries that do not have a high level of in-house technological expertise.

ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	303.0
Capital*	24.0
Staff Strength *(as of Mar. 31, 2004)*	511.8

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ANNUAL REPORT
2002-2003

In 2002-03, the ministry supported initiatives to improve the cultural life of Ontario.

The ministry consulted with leaders in the provincial heritage sector to explore potential revisions to the Ontario Heritage Act. Meetings were held with representatives of heritage organizations, municipalities and the development and real estate industries. A discussion guide was also developed and distributed to seek broad-based stakeholder input.

In cooperation with the Ontario Museum Association, the ministry made changes to its Community Museum Operating Grants (CMOG) program to promote the continued vitality of community museums across the province.

The ministry also supported the Ontario Heritage Foundation in the development and launch of Doors Open Ontario – an initiative to promote cultural tourism and create greater awareness and appreciation of Ontario's heritage buildings and sites. In its first year, Doors Open attracted 300,000 visitors to more than 560 attractions in 40 communities.

A number of administrative changes to strengthen heritage protection were achieved with the passage of the Government Efficiency Act, 2002. Amendments to the Ontario Heritage Act ensured marine heritage was specifically covered by the act.

The Government Efficiency Act, 2002 included procedural and administrative amendments to the Public Libraries Act and the Foreign Cultural Objects Immunity from Seizure Act.

ANNUAL REPORT
2002-2003

The ministry worked with the Ontario Media Development Corporation (OMDC) to develop new programs and services to help the cultural industries improve business practices, attract investment, conduct export marketing, raise the profile of Ontario-based events and festivals, and carry out market research.

In response to challenges in the book publishing industry, the OMDC launched the $1.5 million Ontario Book Initiative to invest in the new production of Canadian books, restructuring of distribution systems and marketing plans. Canadian-owned, Ontario-based publishers could apply for funding of up to $100,000 per publisher.

The ministry transferred responsibility for the annual Trillium Book Award/Prix Trillium program to the OMDC in 2002. The program, which is the province's highest distinction for Ontario authors, was enhanced to include a new category for poetry and increased prize monies for award winners. The ministry also worked with the Ministry of Finance to implement a new streamlined tax credit system for film and television tax credits.

The ministry worked with the Ontario Trillium Foundation to develop new program directions. These included making small libraries eligible for Trillium grants on a pilot project basis, effective 2003-2004.

In partnership with the federal government, the ministry supported culture in Toronto with major infrastructure development at several cultural institutions, including Roy Thomson Hall, the Art Gallery of Ontario, the Gardiner Museum of Ceramic Art, the National Ballet School, the Royal Ontario Museum, the Royal Conservatory of Music and the planned Canadian Opera House.

The ministry was also a key partner in the Agents of Change initiative to revitalize the Ontario Science Centre.

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	331.0
Capital	42.0
Staff Strength *(as of Mar. 31, 2003)*	482

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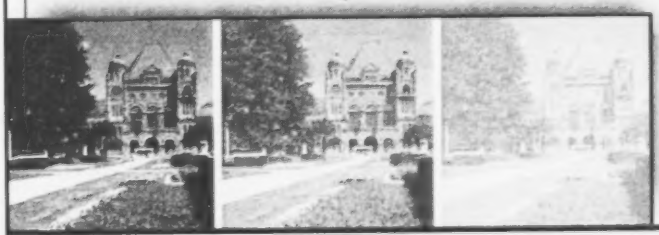
Ontario

ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Economic Development and Trade



This document includes:

- *Ministry Overview*
- *Annual Report 2002-2003*
- *Annual Report 2003-2004*

MINISTRY OVERVIEW

Until October, 2003, the Ministry of Economic Development and Trade was named the Ministry of Enterprise, Opportunity and Innovation, with responsibility for science and technology development.

The ministry's key responsibilities include:

- Promoting innovation and entrepreneurship
- Increasing the quality of jobs
- Increasing investment and exports
- Supporting the removal of barriers to business
- Providing leadership for the development of economic and science and technology policy across the government.

The ministry's mandate is to provide strong leadership in promoting Ontario's economic growth and competitiveness.

The ministry carried out its mandate through the following activities:

- Encouraging science and technology research and innovation
- Supporting sector competitiveness and business clusters
- Pursuing increased investment in Ontario and facilitating opportunities to boost Ontario exports
- Providing advice and support services to small and medium-sized businesses in Ontario

The ministry works closely with many other ministries, particularly the Ministries of Finance, Agriculture and Food, Northern Development and Mines, Health and Long-Term Care, and Training, Colleges and Universities, to implement key programs and priorities. As well, the ministry works with both the federal and municipal levels of government and the private sector as partners on many initiatives.

ANNUAL REPORT 2003-2004

From April to October 2003, the Ministry of Economic Development and Trade was named the Ministry of Enterprise, Opportunity and Innovation.

Key Initiatives: Competitiveness and Business Development

- Secured benefits for Ontario from the World Trade Organization (WTO) services negotiations and participated in a new round of trade negotiations.
- Participated in the 2003 Paris Air Show.
- Benchmarked Ontario's competitiveness and economic development strengths and weaknesses across jurisdictions.
- Smart Border initiatives improved security measures and the flow of goods between Ontario and the U.S.
- Implemented the 9th Wisdom Exchange for CEOs of leading growth firms, including business mentoring and strategic partnering programs.
- Initiated and reviewed introduction of legislative amendments in Government Efficiency and Red Tape Reduction Bills.
- Invested $14.1 million from the Strategic Skills Investment Program in projects with Ontario's universities and colleges.

Key Initiatives: Investment

- The Market Ontario program promoted the advantages of Ontario as a premier location to invest and do business.
- The Large Scale Strategic Investment Initiative attracted new investments in strategic industries.
- Supported attraction of $214 million in new capital investment, creating 6,900 new jobs.
- Assisted over 150 business immigrants in establishing companies in Ontario.

ANNUAL REPORT
2003-2004

Key Initiatives: Trade and International Relations

- Launched Ontario Exports Inc.'s enhanced website, providing client self -service access to export information (events, opportunities, suppliers).
- Assisted 751 exporters to enter new markets.
- Coordinated the Ontario Global Traders' Awards Program and the Annual Council of Great Lakes Governors' meeting.
- Organized 63 international trade missions, including missions to Japan/Korea, the World Economic Forum in Davos and the U.S.

Key Initiatives: Field and Entrepreneurship Services

- Provided support and assistance to over 1,200 growth-oriented and leading growth firms across southern Ontario through business advisors in 11 offices.
- Embarked on a number of initiatives to counter the negative economic impact of SARS in the business community including business counselling to over 100 directly affected businesses.
- Supported 183 Summer Company businesses operated through the summer by students aged 15-29, and offered 45 My Company loans. The Ontario Secondary Business Plan Competition attracted students, teachers and other stakeholders to four locations linked through video simulcast for a gala award ceremony.
- Expanded Small Business Enterprise Centre (SBEC) network to 44 with the conclusion of the conversion of the Business Self Help Offices. The SBECs assisted and advised small businesses, handling over 245,000 general inquiries, 23,000 consultations and seminar attendance of 25,000.
- Initiated the Integrated Community Profiles, a tool to share community information across seven economic development ministries.

ANNUAL REPORT 2003-2004

Key Initiatives: Science and Technology Development

- Supported creation of MaRS Discovery District in downtown Toronto.
- Continued investment in clinical and applied research infrastructure through the Ontario Cancer Research Network.
- Continued promotion of research and innovation through the Ontario Research and Development Challenge Fund (ORDCF).
- Supported the Biotechnology Commercialization Centres program, which assisted in the start-up of incubator facilitators for life sciences companies.
- Supported regional development and growth of the biotechnology industry in Ontario through implementation of the Biotechnology Cluster Innovation Program and the development of 11 regional biotechnology plans.
- Continued support for the Premier's Research Excellence Awards.
- Provided assistance to the Ontario Rehabilitation Technology Consortium.
- Implemented the Broadband Regional Access Program (COBRA) to address the connectivity gaps in small communities across rural and northern Ontario.
- Continued implementation of the Ontario Research and Innovation Optical Network (ORION) to establish a next-generation research and development internet network for Ontario's universities, colleges and research facilities.

ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	253
Capital	31
Staff Strength *(as of Mar. 31, 2004)*	421.2

NOTE: Starting in 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

ANNUAL REPORT
2002-2003

During this fiscal year, the Ministry of Economic Development and Trade was named the Ministry of Enterprise, Opportunity and Innovation.

Key Initiatives: Competitiveness and Business Development

Organized the Automotive Roundtable and Ontario's participation on the Canadian Automotive Partnership Council (CAPC).

- Organized an international conference on best practices for regulatory reform and red tape reduction in September 2002.
- Coordinated the work of the Task Force on Competitiveness, Productivity and Economic Progress, chaired by Roger Martin, which carries out research and provides strategic advice to policy-makers on economic development issues.
- Invested $12.3 million from the Strategic Skills Investment Program in projects with Ontario's universities and colleges.

Key initiatives: Investment

- Supported the attraction of $223 million in new capital investment, creating over 7,200 new jobs.
- Conducted print and broadcast advertising campaigns in key international markets (U.S., U.K., Germany, Japan and France).
- Intensified investment promotion efforts through a network of in-market representatives specializing in targeted sectors.
- Assisted over 150 business immigrants in establishing companies in Ontario.

ANNUAL REPORT
2002-2003

Key Initiatives: Trade and International Relations

- Assisted 425 exporters to enter new markets.
- Continued to recognize Ontario's export successes through the Ontario Global Traders' Awards Program.
- Intensified trade promotion efforts through a network of in-market representatives specializing in targeted sectors to help increase Ontario's exports.
- Coordinated royal visit of Queen Elizabeth II in October 2002.
- Coordinated participation in the Team Canada Mission to promote trade and investment in Germany and Russia.
- Organized 44 international trade missions, including missions to Japan/Korea, the World Economic Forum in Davos and the U.S.

Key Initiatives: Field and Entrepreneurship Services

- Provided support and assistance to over 1,200 growth-oriented and leading growth firms through business advisors in 11 offices across southern Ontario.
- Provided assistance to support 228 Summer Company businesses operated through the summer by students aged 15 – 29, and offered 39 My Company loans.
- Launched Future Entrepreneurs, a classroom program about entrepreneurship for students in Grades 7 and 8, with guest speakers, teaching materials and exposure to innovation, technology and enterprising role models.
- Expanded the Small Business Enterprise Centre (SBEC) network to 34 with an additional 10 Business Self Help Offices. Continued to provide assistance and advice to help start and expand small businesses. The network handled more than 242,000 general inquiries, 23,000 consultations and seminar attendance of more than 27,000.
- Hosted Salute to Small Business in October 2002 with dozens of events including more than 20 Bridges to Better Business events across Ontario.

ANNUAL REPORT
2002-2003

Key Initiatives: Science and Technology Development

- Renewed the Ontario Centres of Excellence program.
- Continued promotion of research and innovation through the Ontario Research and Development Challenge Fund (ORDCF).
- Introduced Youth Science and Technology program in partnership with community groups and the Ontario Youth Science, Technology and Engineering Resource.
- Worked in partnership with community organizations to address connectivity gaps in smaller communities.
- Provided support for federal-provincial discussions on innovation and input into the development of the federal government innovation strategy.

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	235
Capital	23
Staff Strength *(as of Mar. 31, 2003)*	453.2

NOTE: Starting in 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

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Ontario

ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Education

This document includes:

- *Ministry Overview*
- *Annual Report 2002-2003*
- *Annual Report 2003-2004*

2002-2003 ANNUAL REPORTS 2003-2004

MINISTRY OVERVIEW

The Ministry of Education administers the system of publicly funded elementary and secondary school education in Ontario in accordance with the directions set by the provincial government.

The Ministry of Education provides the leadership and sets the direction for education policy in English and French-language elementary and secondary schools by:

- Promoting a safe, effective and respectful environment that supports learning.
- Developing and sustaining a rigorous and challenging province-wide curriculum.
- Promoting accountability throughout the publicly funded education system by setting provincial standards for achievement and in other key areas that promote quality education, such as safe schools, class size, and instructional time.
- Promoting and supporting excellence in teaching and learning.
- Providing supports and resources, including funding to school boards and support for program implementation.

The Minister of Education, through the ministry:

- Issues curricula.
- Sets requirements for student diplomas and certificates.
- Provides funding to school boards for academic instruction and for building and maintaining schools.

In addition, the ministry makes regulations that govern the school year, the organization of schools and school boards and the duties of teachers, principals and school board officials. The ministry also operates provincial schools for students who are blind, deaf and deaf-blind, and operates demonstration schools for students with severe disabilities.

ANNUAL REPORT
2003-2004

- In the 2003 Ontario Budget, the government committed $50 million in the 2003-2004 school year to renovate schools and to finance the replacement of at least 34 schools where the costs of repair had been determined to be prohibitive.
- A new $50 million rural education strategy was developed to help support students in small and distant schools in rural and northern communities.
- The government also invested $50 million in annual funding to help support students who are at risk of not graduating from high school.
- $340 million was designated in the 2003-2004 school year to address agreements that were reached between school boards, teachers and other staff.
- In December the government invested $112 million to help students from low-income and single-parent families, as well as recent immigrants and ESL students.
- The first five-year cycle of curriculum review began in September 2003. The first review focused on elementary and secondary mathematics as well as two secondary subjects: business studies and guidance and career education.
- The government invested approximately $5 million to develop distance learning, online courses and other courses for teachers and school administrators.

ANNUAL REPORT 2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	**9,909,935,126**
Capital[1]	**14,721,755**
Staff Strength *(as of Mar. 31, 2004)*	**1727 head count; 1630.26 FTE count**[2]

NOTES:

1. Starting in 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as expenses in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

2. "Head count" refers to the number of people working at the Ministry of Education as of March 31, 2004. "FTE count" refers to the number of full-time equivalent positions at the Ministry of Education as of March 31, 2004.

ANNUAL REPORT
2002-2003

- In December 2002, $20 million was invested in student transportation and $340 million was invested to help school boards reach agreements with their teachers and other staff.
- $10 million was invested to allow school boards to hire Student Success leaders and to set up Students Success offices.
- $75 million in new funding was committed to help school boards renovate and replace schools across the province over two years.
- $250 million was committed, on an annual basis, to support the requirements of students with special needs.
- The government completed implementation of the provincewide standardized curriculum with the introduction of new Grade 12 courses in September 2002. This represented the final year of the curriculum roll-out.
- In September 2002, the Student Protection Act came into effect. The Student Protection Act sets out a definition that recognizes physical sexual abuse, sexual harassment and inappropriate behavior by teachers.

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	9,710,476,280
Capital[1]	9,575,124
Staff Strength *(as of Mar. 31, 2003)*	1742 head count; 1623.13 FTE count[2]

NOTES:

1. Starting in 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as expenses in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

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Ontario

ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Energy

This document includes:

- *Ministry Overview*
- *Annual Report 2002-2003*
- *Annual Report 2003-2004*

2002-2003 ANNUAL REPORTS 2003-2004

MINISTRY OVERVIEW

The Ministry of Energy is working to promote energy conservation and the development of a cost-efficient, affordable, safe, reliable, secure and environmentally sustainable energy supply. The ministry is responsible for developing the energy policy framework of Ontario, in accordance with broad policy objectives of the province.

Toward this end, the ministry:

- Promotes/supports a conservation culture and awareness by encouraging energy conservation and efficiency.
- Promotes the development of new and alternative energy supplies and environmentally superior energy projects.
- Provides the legislative and regulatory policy framework through which the Ontario Power Authority (OPA), Ontario Energy Board (OEB) and the Independent Electricity Market Operator (IMO) operate.
- Represents the province as shareholder in dealings with Hydro One and Ontario Power Generation.
- Works with other provincial, national and international bodies to put in place the facilities, infrastructure and agreements to ensure Ontario's own long-term energy requirements are met.

ANNUAL REPORT
2003-2004

A key priority for 2003-2004 was addressing operational issues and other matters respecting the competitive open market.

The government implemented a fixed-price plan for residential and other small consumers. The ministry undertook consumer education efforts to acquaint Ontarians with the new plan.

In the area of conservation and alternative fuels, the ministry supported the work of Ontario's first Commissioner of Alternative Energy. This appointment was in response to the recommendations of the Select Committee on Alternative Fuel Sources.

The ministry published materials to assist consumers in saving electricity. Programs were put in place to encourage both individual and commercial alternative sources of generation, such as solar power and wind generation.

In addition work was begun with other ministries, such as Education and Training, and Colleges and Universities, to place greater emphasis on training in energy conservation.

ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	**$116**
Capital	**53**
Staff Strength *(as of Mar. 31, 2004)*	**222**

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ANNUAL REPORT
2002-2003

The government opened the Ontario electricity market on May 1, 2002.

The ministry continued to work closely with the Independent Electricity Market Operator and other stakeholders on the evolution of the market design and undertook consumer education activity.

The government introduced the *Reliable Energy and Consumer Protection Act, 2002*. By proclamation on July 1, 2002, the "Energy Consumers' Bill of Rights" came into effect. The Ontario Energy Board was given an increased role in ensuring energy consumer protection.

The Select Committee on Alternative Fuel Sources tabled its final report on June 5, 2002, containing 141 recommendations. The ministry undertook a review of the recommendations to determine options for future policy and program direction.

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	**$144**
Capital	**46**
Staff Strength *(as of Mar. 31, 2003)*	**205**

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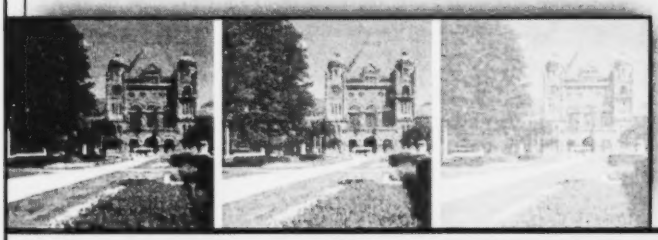
ANNUAL REPORTS

2002-2003 2003-2004

Ministry of the Environment



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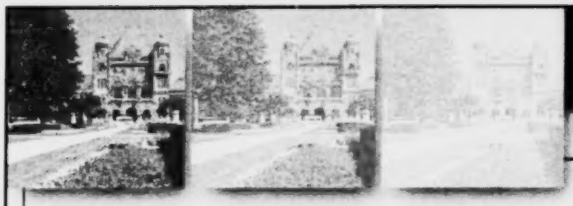
2002-2003 ANNUAL REPORTS 2003-2004



MINISTRY OVERVIEW

The Ministry of the Environment (MOE) leads in preventing pollution and protecting and restoring the environment. The ministry works with all communities to protect our land, air and water and has built a strong foundation of clear laws, stringent regulations, tough standards and rigorous permits and approvals.

MOE has three core areas of responsibility:
- Improving the air that Ontarians breathe
- Protecting the water that Ontarians drink
- Reducing, reusing and recycling waste that Ontarians generate.

Key ministry activities include:
- developing policies, legislation, regulations and standards to protect the environment and human health;
- investing in science to provide a solid foundation for developing programs to protect the environment and human health;
- undertaking compliance and enforcement actions to ensure environmental laws are met;
- promoting public education and awareness through partnerships;
- undertaking environmental monitoring and reporting to track progress over time and inform the public on environmental quality.

MOE works closely with partner ministries such as Natural Resources (source protection, water quantity), Agriculture, Food and Rural Affairs (nutrient management), Municipal Affairs and Housing (land-use planning; brownfields; water and sewer infrastructure), Public Infrastructure Renewal (water and sewer infrastructure), and Health and Long-Term Care (safe drinking water, West Nile virus) to ensure a consistent approach to environmental protection.

ANNUAL REPORT 2003-2004

CLEANER AIR

MOE continued to implement actions aimed at reducing smog and other forms of air pollution. Public access to air quality information was further improved by opening a new air-quality monitoring station and increasing the number of times a day the Air Quality Index is reported from six to seven. New, tougher emissions test standards for large diesel trucks and buses were implemented. MOE continued consultations on a regulation to extend emissions trading and tough nitrogen oxide (NOx) and sulphur dioxide (SO_2) caps to seven industry sectors.

CLEANER WATER

MOE continued to work to safeguard drinking water. Ontario became the first province to make mandatory the licensing of laboratories that test drinking water. A Chief Drinking Water Inspector was appointed. The number of drinking water inspectors was increased by 25 per cent. All municipal drinking water quality is good; 99.66 per cent of water quality tests met the Ontario drinking water standards.

The spreading of untreated toilet waste on fields was banned.

Work continued on developing source protection legislation. A White Paper was released to begin discussions on a framework for source protection plans. Two expert committees were formed to advise on the technical and implementation aspects of source protection planning.

MOE imposed a one-year moratorium on new and expanded water-takings that remove water from watersheds. At the same time, MOE developed new, stronger rules for water takings.

ANNUAL REPORT 2003-2004

REDUCING, REUSING AND RECYCLING WASTE

Industry was directed to pay 50 per cent of municipal blue box costs as part of the government's commitment to increase support for waste diversion programs.

EFFECTIVE COMPLIANCE AND ENFORCEMENT

MOE began overseeing compliance with nutrient management requirements. The Environmental SWAT Team began an inspection sweep of industries in the Sarnia area and also concluded an inspection blitz of tire sites.

District staff, the Environmental SWAT Team and the Smog Patrol used a range of enforcement tools to achieve compliance, protect human health and increase environmental protection.

ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	**252**
Capital	**4**
Staff Strength *(as of Mar. 31, 2004)*	**2,671.6***

NOTE: Starting in 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as expenses in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

* Includes 707.4 staff from Ontario Clean Water Agency

ANNUAL REPORT
2002-2003

CLEANER AIR

MOE continued to fight smog and other forms of air pollution. The Drive Clean program was expanded to cover the entire southern Ontario smog zone and emissions standards for light duty vehicles were tightened by 11.5 per cent.

OnAir was launched to provide emissions information from major industrial emitters. The fuel industry was required to report sulphur levels in gasoline. Fine particulate matter (PM 2.5) was added to the Air Quality Index. Stringent standards for mercury, dioxins and furans emissions from incinerators were implemented. MOE began working with industry toward applying tough nitrogen oxide (NOx) and sulphur dioxide (SO_2) limits to all major emitters in addition to the electricity sector.

CLEANER WATER

The Safe Drinking Water Act, the Sustainable Water and Sewage Systems Act and the Nutrient Management Act were passed. An advisory committee was formed to provide advice on a source protection framework consistent with the Walkerton Inquiry recommendations related to source protection. MOE began working on making it mandatory that all laboratories that test drinking water be licensed.

REDUCING, REUSING AND RECYCLING WASTE

MOE implemented legislative and regulatory provisions to encourage municipalities and creditors to take action toward cleaning up and redeveloping brownfield properties.

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	235
Capital	13
Staff Strength *(as of Mar. 31, 2003)*	2570.4*

NOTE: Starting in 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as expenses in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

* Includes 683.6 staff from Ontario Clean Water Agency.

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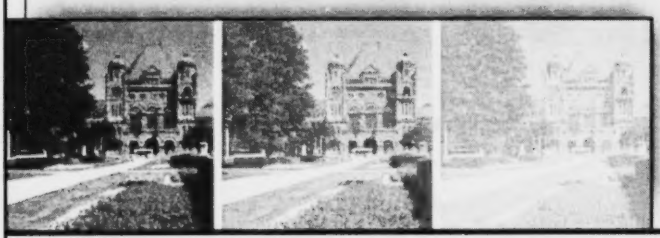
Ontario

ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Finance



This document includes:

- *Ministry Overview*
- *Annual Report 2002-2003*
- *Annual Report 2003-2004*

2002-2003 ANNUAL REPORTS 2003-2004

MINISTRY OVERVIEW

The Ministry of Finance manages the economic, fiscal and financial policies of the Government of Ontario. To do this, the ministry develops economic and fiscal strategies, plans and manages government operating and capital expenditures, develops tax policies and administers the provincial tax system, and produces the provincial budget. The ministry also manages the Consolidated Revenue Fund, including raising money, establishing the government's financial controls and reports on financial matters. In addition, it develops policies for Ontario's financial services sector and supports the regulation of institutions and intermediaries carrying on business in the province.

The ministry is comprised of seven core businesses:

- Tax Policy, Budget and Revenue Operations
- Economic, Fiscal and Financial Policy
- Financial Services Industry Regulation
- Strategic Infrastructure Investments and Partnerships
- Government Financing and Debt Management
- Internal Business Support
- Central Agencies Information and Information Technologies Cluster

ANNUAL REPORT 2003-2004

The ministry recorded a number of significant achievements during 2003-04.

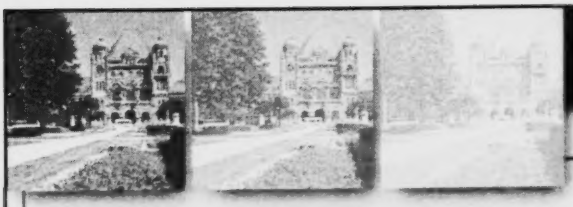
TAX POLICY, BUDGET AND REVENUE OPERATIONS

- Issued more than 210,000 Retail Sales Tax rebates on energy efficient appliances and solar panels in 2003-04.
- Discontinued the seniors' education property tax credit and tax credit for private schools.
- Took the first step toward raising the tobacco tax to the national average.
- Ensured all eligible recipients receive tax benefits in a timely manner by directly depositing 73 per cent of all payments for Ontario Child Care Supplements for Working Families to their individual accounts and by ensuring 100 per cent of applicants eligible for the Guaranteed Annual Income System benefit received it within 30 days.
- Improved customer service for taxpayers through electronic service delivery initiatives including accepting address changes via the Internet; providing Retail Sales Tax Rulings, Corporations Tax, Employer Health Tax Bulletins online; an e-mail broadcast subscription service; and a website feedback/survey tool.

ANNUAL REPORT
2003-2004

ECONOMIC, FISCAL AND FINANCIAL POLICY

- Improved fiscal and financial management through the implementation of the Integrated Financial Information System (IFIS) in 21 provincial government ministries and central agencies.
- Delivered more than 5,300 training days for Ontario government staff in the application of modern controllership principles; implemented a multi-year funding framework for hospitals, colleges, universities and school boards.
- Introduced amendments to the Audit Act to make the entire public sector more transparent and accountable to the people of Ontario.
- Received an unqualified opinion from the Provincial Auditor on the 2002-03 Public Accounts.
- Introduced the Fiscal Responsibility Act, 2003, to begin addressing the deficit through the roll back of tax incentives to corporations.
- Continued to work with the federal government on long-term, sustainable funding arrangements for health care.
- Participated in the provincial/territorial steering committee to move toward national securities regulation including national stakeholder consultations.



ANNUAL REPORT 2003-2004

FINANCIAL SERVICES INDUSTRY REGULATION PROGRAM

- Developed cost-saving measures so that automobile insurance companies could pass on an average 10 per cent rate reduction to consumers upon renewal.

ONTARIO FINANCING AUTHORITY

- Saved $129 million from borrowing, money market and debt management activities.
- Achieved Ontario Savings Bonds sales of $3.8 billion, the second highest sales in the history of Canadian provincial bond issues.
- Provided financial analysis, modeling and related advice to the government on electricity sector financial issues.

ONTARIO STRATEGIC INFRASTRUCTURE FINANCING AUTHORITY

- Created the Ontario Municipal Economic Infrastructure Financing Authority (subsequently renamed the Ontario Strategic Infrastructure Financing Authority) as an innovative financing vehicle that can be used by municipalities and other broader public sector partners to renew and build critical public infrastructure assets.
- Approved 88 communities across Ontario as eligible for the authority's low-cost, longer term loans, totalling up to $1 billion aimed at helping municipalities to improve their clean water facilities, sewage and waste management infrastructure, municipal roads and bridges, and public transit.

ANNUAL REPORT 2003-2004

Ministry Expenditures ($ millions)		
		2003-2004 Actual
Operating	Ministry Expenditures	1,255
	Interest on Debt	9,604
	Community Reinvestment Fund *	651
	Electricity Consumer Price Protection Fund	253
	Power Purchases **	797
Capital ***		5
Staff Strength *(as of Mar. 31, 2004)*		4,187.3

NOTES:

* Replaced by Ontario Municipal Partnership Fund (OMPF) March 31, 2005. Municipalities operate on a calendar year fiscal cycle. The 2003-04 Actual of $651 million reflects three-quarters of calendar 2003 and one quarter of calendar 2004, plus $51 million in Community Reinvestment Fund (CRF) reconciliation payments.

** Both revenues and expenditures associated with power purchase contracts entered into by the former Ontario Hydro are now consolidated into the province's accounts on a separate line-by-line basis.

*** Starting in 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

ANNUAL REPORT 2002-2003

The ministry recorded a number of significant achievements during 2002-03.

TAX POLICY, BUDGET AND REVENUE OPERATIONS

- Encouraged investment and economic growth through the reduction in the small business corporate tax from 6.0 per cent to 5.5 per cent effective January 1, 2003.
- Ensured the fairness and integrity of the provincial tax system and the stability of the tax base by engaging the federal government to begin development of a new federal-provincial relationship on the Tax Collection Agreement; incorporated recommendations from the Small Business Advisory Committee into the 2003 Budget; and developed Service Commitments and Standards in Tax Administration.

ECONOMIC, FISCAL AND FINANCIAL POLICY

- Balanced the budget in 2002-2003.
- Improved fiscal and financial management practices including the development and updating of over 100 policies, guidelines and toolkits.
- Implemented the Integrated Financial Information System (IFIS) in nine provincial government ministries and central agencies.
- Received an Unqualified Opinion from the Provincial Auditor on the 2001-02 Public Accounts in November 2002.
- Cut business education property taxes by $67 million in 2002 in order to make Ontario more competitive.
- Economy achieved annual real economic growth of 3.9 per cent in 2002.
- Economy created 221,000 net new jobs in the 12 month period ending in March, 2003.
- Improved the fairness of the property tax system and the stability of provincial-municipal financing through the streamlining and consolidation of numerous property tax regulations and the announcement of a review of Municipal Property Assessment Corporation policy and operations.

ANNUAL REPORT 2002-2003

ECONOMIC, FISCAL AND FINANCIAL POLICY (Continued)

- Ensured investor confidence and promoting strong corporate governance by introducing legislative amendments to securities regulations.
- Announced a new Ontario Securities Commission private placement exemption that reduced red tape and made it easier for smaller firms to raise money in Ontario capital markets, without compromising investor protection.

FINANCIAL SERVICES INDUSTRY REGULATION

- Continued to ensure only safe and sound financial institutions are permitted to operate in Ontario, thus protecting consumers, by continuing monitoring activities and placing one credit union/caisse populaire under administration in 2002-03.

ONTARIO FINANCING AUTHORITY

- Saved $58 million from borrowing, money market and debt management activities.
- Secured the province's credit rating upgrade from Moody's Investors Service from Aa3 to Aa2, the first upgrade from Moody's since 1974.
- Achieved Ontario Savings Bonds sales of $2.6 billion.

MINISTRY ADMINISTRATION

- Continued to maximize provincial investment potential and offset provincial borrowing by same-day deposit and tax account updates of over $30 billion in tax revenue.

ANNUAL REPORT
2002-2003

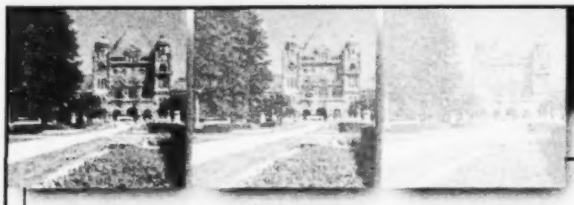
Ministry Expenditures ($ millions)		
		2002-2003 Actual
Operating	**Ministry Expenditures**	**1,092**
	Interest on Debt	**9,694**
	Community Reinvestment Fund*	**622**
	Electricity Consumer Price Protection Fund	**665**
	Power Purchases **	**786**
Capital ***		**8**
Staff Strength *(as of Mar. 31, 2003)*		**4,225.5**

NOTES:

* Replaced by Ontario Municipal Partnership Fund (OMPF) March 31, 2005.

** Both revenues and expenditures associated with power purchase contracts entered into by the former Ontario Hydro are now consolidated into the province's accounts on a separate line-by-line basis.

*** Starting in 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.



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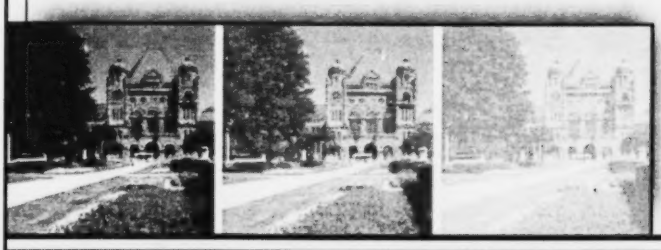
ANNUAL REPORTS

2002-2003 2003-2004

Office of Francophone Affairs



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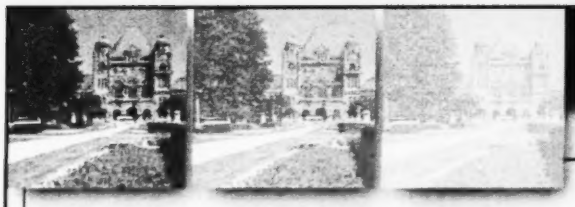
2002-2003 ANNUAL REPORTS 2003-2004



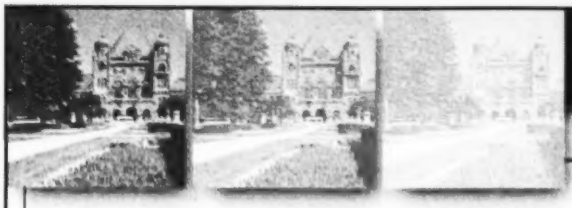
MINISTRY OVERVIEW

The Office of Francophone Affairs' vision is to ensure that Francophones have access to Ontario government services in French and that they fully contribute to the social, economic, and political life of the province while preserving their linguistic and cultural heritage.

The Office of Francophone Affairs acts as key adviser to the Ontario government on Francophone affairs and the provision of French-language services. The Office provides key expertise to ministries and agencies on the provision of services in French, particularly in the designated areas of the province.

In partnership with other provincial and territorial governments and the Government of Canada, the Office develops a more co-ordinated approach to Francophone affairs. This includes participation in joint initiatives with the Government of Canada in the provision of services in French and working with other provinces and territories in the planning of cost effective and quality French-language services.

As part of its role as a major link between Francophones and their provincial government, the Office of Francophone Affairs provides Francophones with relevant information on government programs and services, their community and Ontario's French-language resources. This information helps Francophones make decisions pertaining to their daily lives and their involvement in activities aimed at preserving their language and culture. Ministries and agencies are supported in their communications with Ontario's Francophones.



ANNUAL REPORT 2003-2004

In 2003-04, the OFA implemented four key strategies:

1. **To work with ministries and agencies on the planning and delivery of quality government services in French.**

   Worked with central agencies and ministries on improved integration of French-language services in corporate and policy initiatives; developed tools to assist ministries in planning, delivering and monitoring services in French; helped ministries improve the provision of services in French by their transfer payment agencies in the areas of health, justice and social services and managed a public education program in the area of violence against women.

2. **To act as a referral and information centre to Ontario's Francophone community on government programs and services and on Francophone affairs.**

   Provided and distributed information on government programs and services; analyzed and produced statistical information on Ontario's Francophones; maintained up-to-date information on provincial Francophone organizations; and improved mechanisms to respond to complaints about the quality of government French-language services.

ANNUAL REPORT
2003-2004

3. To develop, in partnership with the Government of Canada and other provincial and territorial governments, a more coordinated approach to Francophone affairs.

Identified priority areas for cost-shared projects to maximize the impact of the Canada-Ontario Agreement on the Promotion of Official Languages; in partnership with Heritage Canada, evaluated the Agreement and used the results to negotiate a new five-year Agreement; discussed with other provinces and territories innovative ways of providing services in French through technology or joint efforts by various levels of government.

4. To implement the Ontarians with Disabilities Act.

Complied with government requirements to improve accessibility for people with disabilities; provided an accessible Internet site and publications and developed an Accessibility Plan; enhanced its ability to deliver services electronically to improve the services it provides to its internal and external clients.

ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	3.072898
Staff Strength *(as of Mar. 31, 2004)*	15

ANNUAL REPORT 2002-2003

In 2002-03, the OFA implemented three key strategies:

1. **To work with ministries and agencies on the planning and delivery of quality government services in French.**

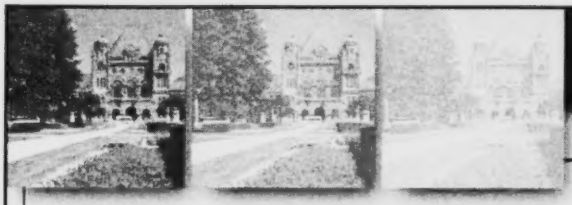
   Worked with central agencies and ministries on improved integration of French-language services in corporate and ministry policy initiatives; developed tools to assist ministries in planning, delivering and monitoring services in French; helped ministries to improve the provision of services in French by their transfer payment agencies in the areas of health, justice and social services.

2. **To act as a referral and information centre to Ontario's Francophone community on government programs and services and on Francophone affairs.**

   Increased the use of technology to provide and distribute information on government programs and services; analysed and produced statistical information on Ontario's Francophones; maintained up-to-date information on provincial Francophone organizations.

3. **To develop, in partnership with the Government of Canada and other provincial and territorial governments, a more coordinated approach to Francophone affairs.**

   Identified priority areas for cost-shared projects to maximize the impact of the Canada-Ontario Agreement on the Promotion of Official Languages; discussed with other provinces and territories innovative ways of providing services in French through technology or joint efforts by various levels of government.



ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	**2.911131**
Staff Strength *(as of Mar. 31, 2003)*	**17**

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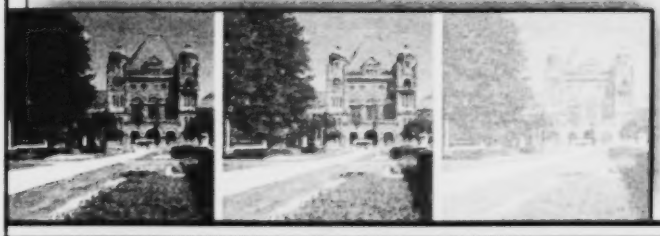
ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Health and Long-Term Care



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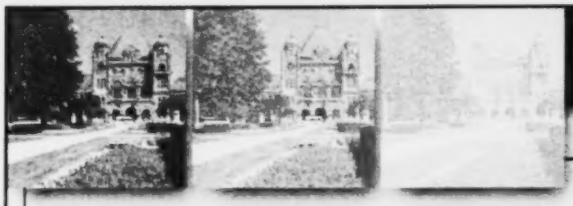


MINISTRY OVERVIEW

The Ministry of Health and Long-Term Care leads the government's plan to realize its goal of healthier Ontarians in a healthy Ontario.

The ministry's vision is:

> *A sustainable, publicly funded, health system in which individuals, providers and government work together to keep people healthy and deliver high quality, outcome focused, consumer-centred health care, based on need and not ability to pay.*

The ministry's various responsibilities support the pursuit of this vision.

The ministry is responsible for administering the provincial health care system and working with a wide range of health care providers and transfer payment agencies to deliver a comprehensive array of health care services to the Ontario public.

It is also responsible for leading policy change within the health care system and strategies to make our medicare system financially sustainable. The ministry meets its responsibilities through eight programs, overseeing day-to-day operations and contributing to achieving success in the government's key priority areas.

Acute and Emergency Health Services is responsible for the planning of Ontario's hospitals; transferring funds to public and specialty psychiatric hospitals and Cancer Care Ontario; holding hospitals accountable for how they spend provincial money; and for an integrated system of emergency health services throughout Ontario. It also supports the government's priority areas.

Community and Mental Health is responsible for the planning and funding of community services such as long-term care homes, community care access centres, community mental health and addiction programs, community health centres, and diabetes education programs. It also is responsible for developing operating policies for community agencies and ensuring they are accountable.

MINISTRY OVERVIEW

The Ontario Health Insurance Program funds insured health services, including physicians' services and primary care initiatives. It also funds drug programs, some public laboratory services, and assistive devices, such as test strips for insulin-dependent diabetics and hearing aids.

Public Health, Health Promotion and Disease Prevention is responsible for programs that keep Ontarians healthy. This includes immunization programs; health protection activities that prevent health risks; screening to detect health problems early, and surveillance to collect information to control diseases and health emergencies. It is responsible for planning and expanding care in the event of an outbreak so that every available worker can be redeployed where necessary. It is also responsible for developing programs to increase the awareness of key health risk factors including smoking, obesity and physical inactivity.

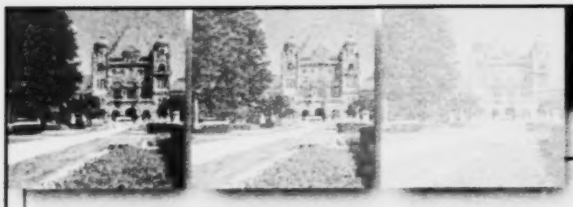
Health Policy and Research integrates the ministry's policy, research and planning functions to provide consistent, clear and timely support for the government's health care planning and policy implementation.

Building a better system involves integrating health care services and putting in place information systems and capital infrastructure to support service delivery and ensure accountability for investments in health care.

Two ministry programs are key to this priority:

1. Smart Systems and Knowledge Management provides secure, integrated province-wide information infrastructure to allow electronic communication among providers and enable the effective use of health information for flexible, responsive and innovative service delivery.
2. Health Capital is responsible for capital policy development, the capital planning process, and providing funding for buildings and equipment to such organizations as public hospitals and regional cancer centres.

Finally, Ministry Administration monitors, reports on and manages ministry transfer payment programs and advises on resource allocation and the ministry's financial position, ensuring government priorities are funded appropriately.



ANNUAL REPORT 2003-2004

PUBLIC HEALTH

The Ontario government faced one of the most significant challenges to the health care system in 2003 with the outbreak of Severe Acute Respiratory Syndrome (SARS). Steps were taken to contain the spread of SARS by isolating those people who were exposed, restricting hospital visits and adopting new infection control procedures in all parts of the health care system.

Specifically, actions were taken to educate health care workers and the public regarding the transmission of communicable diseases, the promotion of hand hygiene, and the signs and symptoms of SARS. As a result of these activities, a high level of public awareness was achieved regarding communicable diseases and workers strengthened their expertise in responding to communicable disease emergencies.

The experience uncovered weaknesses in the system. In January 2004, a new Ontario Chief Medical Officer of Health was appointed to lead the renewal of public health in the province.

In January 2004, the ministry launched Canada's first-ever Emergency Medical Assistance Team (EMAT), which allows a special unit of health professionals to be ready for deployment within 24 hours in the event of an infectious disease outbreak, health emergency or other disaster. EMAT is a mobile acute-care field unit consisting of 20 negative-pressure tents, up-to-date medical equipment and supplies, a communications centre, and its own supply of electricity and water.

An expert panel to strengthen infectious disease control during future disease outbreaks was named and charged with assessing the backup capacity needed in the health care system, as well as research and other measures to strengthen infectious disease control, public health and system response capabilities.

ANNUAL REPORT 2003-2004

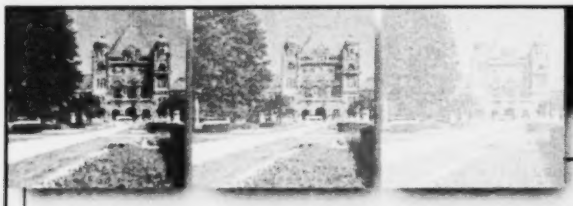
The ministry expanded its program of providing free flu shots through public health units, employers and pharmacies across the province as well as doctors' offices.

It expanded laboratory testing for West Nile virus (WNv) to ensure a turnaround time of three days, allowing up to 400 tests to be performed per day.

The ministry launched a West Nile virus public education campaign to provide Ontarians with information to protect themselves and their families. The campaign included educational materials such as a brochure (distributed to every household in Ontario), posters, and television and radio advertising. It supported the 37 local public health units in their fight against WNv and relied on partnerships with other government ministries and major retailers to help get the message out.

Two vaccines were introduced:

- Adacel, a booster immunization against whooping cough for youth between the ages of 14 and 16, and
- Prevnar, a conjugate pneumococcal vaccine, which provides safe and added protection against many pneumococcal infections, such as meningitis, infection of the bloodstream and pneumonia, which may be fatal in children.



ANNUAL REPORT 2003-2004

HOSPITALS

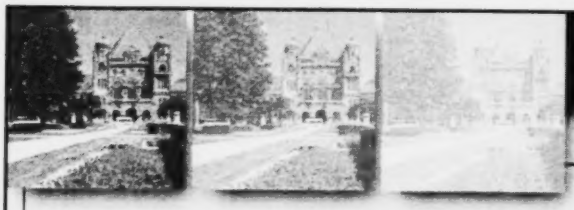
To cover the operating shortfall from fiscal year 2003-2004, the ministry provided $385 million to Ontario hospitals while introducing a new approach of linking funding to achieving desired results. A full $50 million of the total was ear-marked for creating 400 full-time nursing positions and improving safety and working conditions for nurses in hospitals.

As part of this strategy, a portion of the federal Diagnostic and Medical Equipment Fund was used to purchase safety equipment in hospitals, such as ceiling-mounted bed lifts to improve working conditions for nurses. In addition, hospitals were challenged to convert overtime dollars into full-time positions for Ontario nurses.

When a Toronto hospital discovered a problem with sterilization of medical equipment, all hospitals were immediately directed to conduct an audit of infection control practices to address problems. This process brought cultural changes to hospitals.

The ministry made several investments in hospital services, providing funding for redevelopment and upgrades as well as for modern equipment. Hospitals that received capital funding included Hamilton Health Sciences Corporation, University Health Network, William Osler Health Centre, Trillium Health Centre, Peterborough Regional Hospital, Ajax-Pickering Hospital, Stratford General Hospital and St. Joseph's Healthcare Hamilton.

At their July 2003 annual conference, premiers called on the federal government to increase federal funding until the federal share is 25 per cent of provincial/territorial health and social expenditures.



ANNUAL REPORT 2003-2004

LEGISLATION

Bill 31, the Health Information Protection Act was introduced. The bill establishes clear and consistent rules and protections for the collection, use and disclosure of personal health information.

Bill 8, the Commitment to the Future of Medicare Act, was introduced to preserve in law the right of all Ontarians to access insured health care services based on need, not ability to pay. The bill included provision for the Ontario Health Quality Council – an independent, arms-length body responsible for reporting on important health quality indicators to assist with improving the quality of Ontario's health care system.

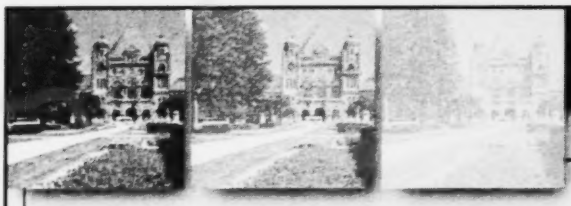
COMMUNITY CARE

Poor standards of care in some long-term care homes prompted a comprehensive review by the ministry. One of the first actions taken to improve the safety and quality of care in long-term care homes was to implement unannounced annual inspections of all homes.

The ministry also established a toll-free Long-Term Care Line (1-866-434-0144) to make it easier for residents and their families to get information about homes and to make complaints.

The ministry earmarked $5.3 million for alternative funding plans to attract and keep geriatricians in the field, to ensure that the elderly have access to quality health care when they need it and to promote innovation and high-quality education for new physicians.

The ministry committed $11 million to hire 117 new nurse practitioners across Ontario.



ANNUAL REPORT 2003-2004

PRIMARY CARE RENEWAL

Thirty-nine million dollars from the Federal Primary Health Care Transition Fund went toward expansion of primary care reform, funding 45 primary care projects. This included $1.8 million for Integrating Family Medicine and Pharmacy to Advance Primary Care (IMPACT) and providing better drugs and $734,600 for Inter-disciplinary Nutrition Services in family health networks/primary care model sites to deliver nutrition services.

The ministry earmarked more than $41 million to enhance pharmacy services to ensure that quality pharmaceutical care is provided to patients taking medications.

ANNUAL REPORT 2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating[1]	**28,036**
Capital[2]	**358**
Staff Strength *(as of Mar. 31, 2004)*	**6,889**

NOTES:

1. The operating funding is net of one-time costs and has been restated to reflect transfers out to other ministries.

2. Starting in 2002-03, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as an expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

ANNUAL REPORT 2002-2003

HEALTH CARE SYSTEM

The ministry, in consultation with the Ministry of Finance, developed a framework for multi-year hospital operating funding.

Hospital corporations in Brampton and Ottawa signed project agreements with business sector partners to build new facilities.

A $100-million increase in the nursing and personal care per diem for long-term care homes was implemented.

TECHNOLOGY

The Smart Systems for Health Agency (SSHA) was established as an operational service agency of the ministry in January 2003. As of March 31, 2003, 77 per cent of Ontario's hospital corporations, 42 community care access centres and 23 of 37 public health units had been connected to the SSHA secure network.

ACCOUNTABILITY

The ministry and the Ontario Hospital Association signed a three-year agreement on July 15, 2002 to develop and produce hospital reports for 2002-03 through 2004-05.

Pilot laboratory accreditation visits were conducted under the new laboratory accreditation program requiring all Ontario laboratories to meet the same standard regardless of size or location.

ANNUAL REPORT 2002-2003

HEALTH HUMAN RESOURCES

The ministry invested $14 million for 137 nurse practitioner positions and devised new regulations relating to nurse practitioner services in public hospitals and long-term care homes.

The government announced funding of more than $95 million over three years to establish the Northern Ontario Medical School in Sudbury and Thunder Bay.

The final phase of the 30 per cent expansion of medical school undergraduate enrolment was completed.

The ePhysician Project developed a transition support program to optimize physician use of information technology.

The ministry continued to implement the Ontario Stroke Strategy by enhancing existing centres and creating eight new ones for a total of 23 across the province.

The new ARIS II land ambulance dispatch system was implemented at two Central Ambulance Communications Centres (CACCs) and two training sites. Improved staffing for CACCs and quality assurance programs for all CACCs were also implemented.

ACCESS TO CARE

The ministry approved and began paying for the use of verteporfin (Visudyne™) in conjunction with cold laser treatments for wet macular degeneration, the leading cause of blindness in people over age 50.

The Primary Health Care Transition Fund was launched. Approximately $12 million was allocated to inter-disciplinary practice projects.

ANNUAL REPORT
2002-2003

PUBLIC AND COMMUNITY HEALTH

Funding for the Healthy Babies, Healthy Children program was more than $67 million. An interdisciplinary training project was developed to educate primary care and social service providers in ongoing developmental assessment and to increase their knowledge of healthy child development monitoring from birth.

More than $8 million was allocated for increased access to substance abuse treatment for under-served populations.

As part of the Early Childhood Development initiative, $3.25 million was provided for programming for pregnant women with addictions and their children up to age six.

Thirty-four hundred supportive housing units for people with serious mental illness who are homeless or at risk of being homeless were in place and 200 others were expected later in the fiscal year.

The province's nine Mental Health Implementation Task Forces, the Provincial Forum of Task Force Chairs, and the Forensic Mental Health Services Expert Advisory Panel submitted their final reports, which were used in the development of a multi-year implementation strategy.

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating[1]	25,800
Capital[2]	339
Staff Strength *(as of Mar. 31, 2003)*	6,978

NOTES:

1. This is a restated number.

2. Starting in 2002-03, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as an expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

*For further information about the **Ministry of Health and Long-Term Care,** visit our Internet site at **www.health.gov.on.ca**. You can find annual reports for other Ontario government ministries online at **www.gov.on.ca** under "About Government".*

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Ontario

ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Intergovernmental Affairs

This document includes:

- ***Ministry Overview***
- ***Annual Report 2002-2003***
- ***Annual Report 2003-2004***

MINISTRY OVERVIEW

The Ministry of Intergovernmental Affairs (MIA) is a policy-oriented ministry that provides strategic advice to the Premier and Cabinet on intergovernmental issues across Canada and relevant international issues around the world.

MIA plays a key role in the achievement of Ontario's priorities that have significant intergovernmental dimensions, such as building a more prosperous economy, improving health care and ensuring success for students.

The ministry is organized into three offices:
- the Office of Strategic Canadian Intergovernmental Advice;
- the Office of International Relations and Protocol; and
- the Communications Branch.

The Office of Strategic Canadian Intergovernmental Advice provides the Premier with advice and support to assist in bilateral dealings with the Prime Minister and other premiers and in multi-lateral forums such as the Council of the Federation, First Ministers' Meetings and other key federal-provincial-territorial and provincial-territorial meetings. This work focuses on policy analysis, intergovernmental negotiations and intelligence-gathering. It involves working together with other Ontario ministries and other Canadian jurisdictions.

The Office of International Relations and Protocol (OIRP) leads the conduct of Ontario's relations with foreign jurisdictions and co-ordinates official government events and ceremonies. It provides advice and service to the Premier, Lieutenant Governor and Cabinet ministers. OIRP works to advance Ontario's international objectives, which are principally economic, by building and supporting Ontario's relations with foreign jurisdictions, Foreign Affairs Canada and Canadian foreign missions, the diplomatic and consular corps, and non-government organizations with international activities.

The Communications Branch provides communications counsel and support to the minister and deputy minister. Working in close cooperation with the ministry's senior management team and policy analysts, the branch identifies communications challenges and opportunities; develops strategies to address them; and delivers a broad range of products and services.

ANNUAL REPORT 2003-2004

2003-2004 was an important year for intergovernmental relations in Ontario and across Canada. A highlight of the year was the creation of the Council of the Federation by Canada's premiers at the end of 2003. The Council provides leadership in addressing issues that matter to all Canadians and is focused on practical improvements in the day-to-day functioning of the federation.

Annual Premiers' Meeting, July 2003

Canada's premiers met July 9-11, 2003 in Charlottetown for their annual summer meeting to discuss several important issues. The premiers confirmed that health care remained their number one priority and they called on the federal government to increase its share of health-care funding to 25 per cent of provincial-territorial health and social expenditures.

In addition, the premiers endorsed the concept of the Council of the Federation – a new intergovernmental forum to be comprised of the 13 premiers from Canada's provinces and territories who will meet regularly. The premiers agreed that the council would:

- provide leadership in tackling important issues that affect all Canadians; and
- strengthen provincial-territorial collaboration on areas of common interest such as health care, internal trade and fiscal imbalance.

Premiers' Meeting in Quebec City, October 2003

The premiers met on Oct. 24, 2003 in Quebec City to further discuss plans for establishing the Council of the Federation. Premiers reached an "agreement-in principle" to create the Council and decided to meet again soon to sign a founding agreement.

ANNUAL REPORT 2003-2004

Premiers' Meeting with the Prime Minister, November 2003

The premiers met with Prime Minister Paul Martin on Nov. 16, 2003 in Regina. The Prime Minister signaled a willingness to move forward on several provincial priorities and agreed to hold annual First Ministers' Meetings with the premiers. He also agreed to honour a previous commitment of the federal government to provide provinces with up to the first $2 billion of the federal surplus as a top-up to the Canada Health and Social Transfer.

Creation of the Council of the Federation, December 2003

Canada's premiers announced the creation of the Council of the Federation (COF) on Dec. 5, 2003, with a public signing ceremony in Charlottetown. In launching the COF, the premiers committed themselves to a new era in intergovernmental relations.

It was agreed that the council's work would reflect two key themes: enhanced provincial-territorial collaboration and more effective relations with the federal government.

The premiers identified two priorities for the initial focus of the COF:
- improving health care for Canadians, by addressing health-care reform and sustainability; and
- strengthening the economic union, including enhancing internal trade, improving labour mobility, and harmonizing and streamlining regulation.

The premiers also created a COF steering committee and tasked the committee to bring forward a detailed work plan to achieve the council's objectives. The steering committee created a COF secretariat, based in Ottawa, to carry out the council's day-to-day work.

ANNUAL REPORT 2003-2004

First Ministers' Meeting, January 2004

The premiers travelled to Ottawa for a First Ministers' Meeting with the Prime Minister on Jan. 30, 2004. Ontario viewed the meeting as an opportunity to strengthen publicly funded services for Canadians, particularly health care. In addition to discussing the need for increased federal funding for health care, the premiers focused on improvements to front-line care such as reducing waiting times and increasing access to family doctors.

Council of the Federation Meeting, February 2004

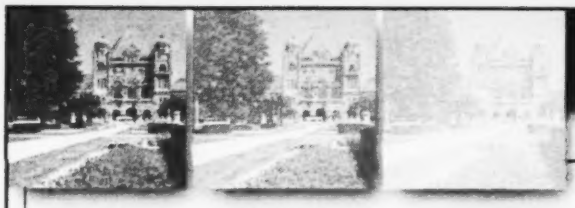
The premiers met Feb. 23-24, 2004 in Vancouver to finalize a work plan for the Council of the Federation and plans for a COF Secretariat. The meeting also provided premiers with the opportunity to collectively review issues stemming from the January First Ministers' Meeting with the Prime Minister. As a result much of the discussion focused on health-care reform and sustainability.

The premiers reiterated their commitment to publicly funded health care and to implementing reforms in order to ensure that provincial and territorial systems are more efficient and can provide quality care in a timely manner. The COF asked Premier McGuinty and B.C. Premier Gordon Campbell to direct health and finance ministers to identify opportunities and challenges relating to health-care reform and sustainability and report to the council's summer 2004 meeting in Niagara-on-the-Lake.

The COF work plan approved by the premiers addressed important issues for Canadians such as health care, internal trade, fiscal imbalance, BSE, Canada-U.S. relations and emergency measures. The premiers also announced their intentions to establish a COF Literacy Award, a COF Youth Initiative and a process to develop recommendations regarding appointments to national institutions.

ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	6
Staff Strength *(as of Mar. 31, 2004)*	40



ANNUAL REPORT
2002-2003

Major intergovernmental meetings included the 43rd Annual Premiers' Conference in August 2002 in Halifax, a special Premiers' meeting in January 2003 in Toronto and a First Ministers' Meeting in February 2003 in Ottawa.

Annual Premiers' Conference, August 2002

Ontario's top priority at the 2002 Annual Premiers' Conference was health-care funding and reform. The premiers' consensus on health care recognized that the first priority is improving health services for Canadians and they took the following actions.

- Called for a new funding partnership with the federal government that would meet Canadians' needs now and in the future. They also called for a First Ministers' Meeting prior to the 2003 federal budget to discuss building a new cooperative relationship to revitalize and sustain health care for all Canadians.
- Noted the substantial progress made on a number of health-care reform issues including: implementation of a common drug-approval process, streamlined generic drug approvals and development of a coordinated framework to help manage the challenge of genetics.
- Announced that starting in fall 2002, the Premiers' Council on Canadian Health Awareness would help inform the public about the challenges facing the health-care system and the steps governments are taking to address them.

ANNUAL REPORT 2002-2003

Special Premiers' Meeting, January 2003

Ontario organized and hosted the special Premiers' Meeting on Health in January 2003 in Toronto. Ontario worked with other provinces to develop positions, research and communications. The meeting focused exclusively on health-care funding and reform and built on the momentum of previous premiers' meetings.

At the conclusion of the meeting, the premiers issued a First Ministers' Accord on Sustaining and Renewing Health Care for Canadians. The accord articulated the premiers' collective commitment to Medicare, proposed a sustainable funding arrangement, set out priorities for renewal and identified mechanisms for increased accountability. The accord served as a basis for the premiers' discussions with the Prime Minister at the 2003 First Ministers' Meeting.

First Ministers' Meeting, February 2003

At the First Ministers' Meeting in February 2003 in Ottawa, the premiers accepted an arrangement with the federal government that provided $10 billion in increased federal funding for health care to provinces and territories over the next three years.

Social Union Framework Agreement

The Ministry of Intergovernmental Affairs led Ontario's work with the federal government and other provinces and territories on the third-year review of the Social Union Framework Agreement (SUFA). SUFA is intended to make social programs more efficient and effective for all Canadians by providing a framework for better cooperation among governments.

In addition, MIA continued to work with other ministries to ensure that Ontario complied with its SUFA obligations.

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	9
Staff Strength *(as of Mar. 31, 2003)*	35

For further information about the ***Ministry of Intergovernmental Affairs,*** *visit our Internet site at* ***www.mia.gov.on.ca.*** *You can find annual reports for other Ontario government ministries online at* ***www.gov.on.ca*** *under "About Government".*

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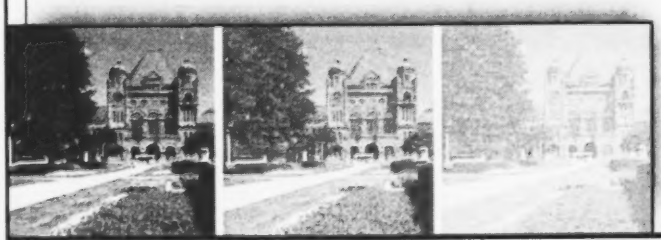
ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Labour



This document includes:

- ***Ministry Overview***
- ***Annual Report 2002-2003***
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2002-2003 ANNUAL REPORTS 2003-2004

MINISTRY OVERVIEW

The Ministry of Labour and its agencies play a key role in Ontario by promoting safe and healthy workplaces, fairness in employment and stable labour relations.

With a focus on occupational health and safety, employment rights and responsibilities and labour relations, the ministry's mandate is to set, communicate and enforce workplace standards, while encouraging greater workplace self-reliance. A range of specialized agencies, boards and commissions assist the ministry in its work.

The ministry contributes to the government's desired results of fostering a competitive business environment and providing modern, efficient public services.

The ministry's core areas are:

OCCUPATIONAL HEALTH AND SAFETY

The ministry works with its health and safety partners to enforce the Occupational Health and Safety Act (OHSA) and eliminate workplace illness and injury. In administering the OHSA, the ministry sets, communicates and enforces the rights and responsibilities set out in the act and related regulations.

The workplace internal responsibility system is the foundation of Ontario's approach to occupational health and safety. This means that employers and workers, who are closest to and most familiar with workplace conditions and requirements, are primarily responsible for identifying and controlling hazards in their workplaces and preventing injuries and illnesses.

MINISTRY OVERVIEW

EMPLOYMENT RIGHTS AND RESPONSIBILITIES

The goal of the employment rights and responsibilities activity is to set, communicate and enforce appropriate policies and standards under legislation such as the Employment Standards Act, 2000 (ESA) and the Pay Equity Act (PEA). The ministry ensures compliance with these standards through education, consultation, investigation and enforcement activities.

Over the past two decades, Ontario's workplaces have been experiencing rapid change driven by new technologies, growth in the service sector, changing demographics (older workers, more women, more immigrants) and global competition. The changing nature of the global economy impacts Ontario's workplace and employment relationships.

The challenge in upholding employment rights and responsibilities is to provide employers and workers with flexibility to develop fair and productive workplaces in an increasingly competitive environment, while maintaining an underlying set of essential standards.

LABOUR RELATIONS

The ministry's objective in the area of labour relations is to support and maintain a balanced and stable labour relations environment. Stable labour relations are critical to the economy as well as the government's ability to deliver results in its key priorities of healthcare, education and the economy.

The ministry provides neutral, third-party assistance and focuses on the settlement of workplace disputes. It operates under various employment-related statutes, provides assistance in reaching collective agreements and assembles collective bargaining information. By promoting a stable and constructive labour relations climate, the program helps to foster productive workplace relationships throughout Ontario.

ANNUAL REPORT
2003-2004

In 2003-2004, the ministry undertook a number of initiatives including:

• Changes to Ontario's minimum wage to give Ontario's lowest paid and most vulnerable workers a wage increase in each of the next four years.

• Stakeholder consultations and legislation to amend the Employment Standards Act, 2000 (ESA) to repeal the 60-hour work week. This legislation was passed by the Ontario legislature on Dec. 9, 2004. A 60-hour work week consultation paper was made available in eight languages.

• Development of proposed legislation to introduce Family Medical Leave that would provide up to eight weeks of job-protected unpaid leave for employees wishing to stay home to care for a gravely ill family member.

• The announcement of steps to make Ontario workplaces healthier, safer and fairer by establishing Minister's Action Groups focusing on construction, health care, manufacturing and employment standards.

• The development of new health and safety standards for farm workers in collaboration with the Ministry of Agriculture and Food and interested stakeholders, including the Farm Safety Association and the Labour Issues Coordinating Committee.

ANNUAL REPORT 2003-2004

In 2003-2004, the ministry delivered on its top four priorities:

1. REDUCE OCCUPATIONAL INJURY AND ILLNESS WITH EMPHASIS ON ONTARIO'S YOUNG WORKERS

- Developed new health and safety performance measures to reduce the number of workplace injuries and illnesses.
- Led the development and implementation of a national strategy with the Canadian Association of Administrators of Labour Legislation (CAALL) to reduce young worker injuries.
- Produced the first strategic plan for the Occupational Health and Safety Council of Ontario.
- Partnered with the ministries of Education and Training, Colleges and Universities on a number of young worker initiatives, including the development and launch of WorkSmartOntario, a government website designed to give young and new workers plain-language information on workplace rights and responsibilities.

2. PROMOTE JOB CREATION AND ECONOMIC PROSPERITY

- To ensure sustainability of the Workplace Safety and Insurance Board (WSIB) and support Ontario's competitiveness, the ministry received approval to proceed with:
  - Enforcement initiatives designed to generate savings and revenue to the WSIB over four years;
  - An independent audit of the WSIB; and
  - An information-sharing agreement between the WSIB and the Canada Revenue Agency.
- Promoted open dialogue with key stakeholders from labour and management to initiate change in Ontario's labour relations culture.

ANNUAL REPORT 2003-2004

3. PROVIDE FOR A MODEL REGULATORY SYSTEM IN ONTARIO

• Led development of a renewed vision for inspections, investigations and enforcement activities across government.

• Led development of new models for enforcement to support ministries working across boundaries.

• Implemented a community of interest model for Ontario's meat-processing sector and prototypes of MyLaws, a web-based tool designed to give small and medium-sized businesses the information they need to comply with legislation.

•Led development and implementation of a Code of Professionalism for compliance staff. The Code is fostering cultural change to help achieve a higher level of professionalism within the enforcement community. Seven ministries have now implemented the Code.

4. PROVIDE FOR SAFETY IN WORKPLACES DURING EMERGENCIES

• To deal with the SARS crisis, the ministry worked with other ministries and Human Resources Development Canada to help ensure changes were made to Employment Insurance regulations so that workers affected by SARS could more quickly and easily access compensation under the Employment Insurance Act.

• The ministry participated with a number of ministries and Cabinet Office to develop and implement the Tourism, Investment and Health Recovery Program as well as a SARS Economic Support Package.

• Through the development of the SARS Assistance Recovery Strategy Act, 2004, the ministry spearheaded the provision of job-protected leave for employees unable to work because of SARS.

• The ministry assisted the province in seeking financial aid from the federal government, which was delivered in the fall of 2003.

• The ministry made amendments to selected Employment Standards Act, 2000, regulations to allow extended hours of work during the Rolling Stones Relief Concert.

• The ministry made representations to the Campbell Commission on lessons learned during the province's SARS emergency.

ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	117
Staff Strength *(as of Mar. 31, 2004)*	1,376.2

ANNUAL REPORT 2002-2003

In 2002-2003, the ministry's initiatives comprised:

1. YOUNG WORKER HEALTH AND SAFETY

• Worked with ministry partners to increase awareness level of Ontario youth, their parents, teachers and employers on health and safety in the workplace to reduce injury and illness among young workers.

2. LABOUR RELATIONS

• Provided support to restructuring within the Broader Public Sector (BPS).

• Prepared legislation to help maintain stability in the Toronto area's residential construction sector.

• Prepared legislation to end the Catholic secondary school labour disruption in the Simcoe and Muskoka areas.

3. ONTARIO/QUEBEC CONSTRUCTION LABOUR MOBILITY

• Worked to improve access for Ontario construction workers and contractors to work in Quebec.

• Enforced the Fairness is a Two-Way Street Act.

4. ENFORCEMENT

• Developed information management systems and tools for targeting of enforcement activities.

• Explored ways to provide a continuum of progressive enforcement strategies.

• Led review of inspections, investigations and enforcement functions in the Ontario Public Service.

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	123
Staff Strength *(as of Mar. 31, 2003)*	1,358.5

*For further information about the **Ministry of Labour,** visit our Internet site at **www.labour.gov.on.ca.** You can find annual reports for other Ontario government ministries online at **www.gov.on.ca** under "About Government".*

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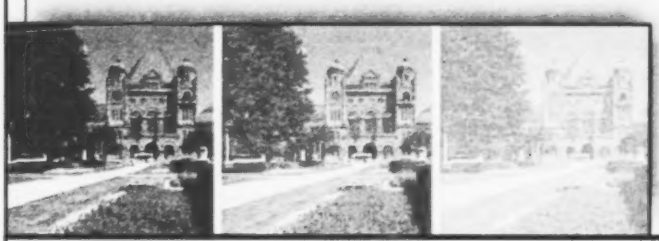
Ontario

ANNUAL REPORTS

2002-2003 2003-2004

Management Board Secretariat



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2002-2003 ANNUAL REPORTS 2003-2004

MINISTRY OVERVIEW

Management Board Secretariat (MBS) provides resource management, policy advice and executive support to Management Board of Cabinet. The ministry leads the development of policies and standards for the operations of government. MBS also provides administrative and business support services to the Ontario Public Service (OPS) and the public either directly or through coordinated contracts with the private sector.

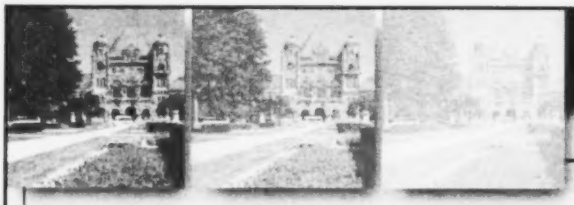
Similar to a corporate head office, MBS provides direction and support to ministries so they could offer cost-effective services to the public. In supporting ministries, MBS has two key areas of responsibility:

- Improving the delivery of information and services to the people of Ontario
- Providing high-quality support for essential public services.

In this way, ministries can optimize delivery of their services and ensure the people of Ontario were well served.

MBS, in support of Management Board of Cabinet (MBC), oversees management of government resources – people, money, information, information technology and real property – and develops the OPS-wide policies and operating standards that were used by all ministries and agencies.

MBC is the committee of Cabinet that directs how the government manages the internal operations of the public service and makes executive decisions about the allocation of government resources.



ANNUAL REPORT 2003-2004

CORPORATE CONTROLLERSHIP

MBS worked closely with ministries to ensure public resources were managed to provide value for taxpayers, protect consumers and deliver services effectively and efficiently. MBS supported agency reviews and worked with ministries to strengthen agency governance and accountability and to support and protect the public interest.

The ministry's internal audit services provided assurance and advice to deputies and senior management that helped improve governance, risk management, control and compliance activities.

MBS continued to implement new procurement directives in response to issues raised by the Provincial Auditor and to achieve greater effectiveness, efficiency and accountability.

MBS improved safety and security by developing and implementing the internal OPS Emergency Management and Security Program.

STRATEGIC HUMAN RESOURCES

MBS continued to focus on recruiting and retaining skilled people dedicated to providing excellent public service by promoting the OPS as an attractive employer.

MBC approved program design and annual funding for the Innovation and Recognition Funds to foster and support innovation in the OPS.

ANNUAL REPORT 2003-2004

INFORMATION AND INFORMATION TECHNOLOGY

MBS provided direction and tools to the OPS to implement the government's portal strategy for websites. This initiative provided the public and employees with better access to the Ontario government's information and services.

The ministry developed and supplied ministries with a toolkit to make websites accessible to persons with disabilities. Significantly expanded e-services were made available. Almost 75 per cent of government services were offered through electronic channels, up from 60 per cent in 2000.

MBS implemented an OPS-wide security awareness program through education, awareness and communication of the security strategy. The Information Protection Centre moved to 24-hour, seven-day-per-week support and developed standards for security classification. Security was enhanced through the implementation of one of the largest Public Key Infrastructures in the OPS and broader public sector - with 85,000 certificates - as well as a Privilege Management Infrastructure for applications used by school boards and school administrators.

MBS advanced the business transformation of the OPS through strategies and technology including e-citizen engagement and knowledge management.

SHARED SERVICES

MBS advanced strategies to enhance e-service delivery and strengthen internal OPS customer relationships. One example was the launch of MyOPS Intranet site, a corporate portal for employee and internal business services. MBS also completed Workforce Information Network (WIN) upgrades, launched the "GO Learn" portal and developed an e-form application function.

MBS pursued pricing and consolidation strategies, continuous product and service innovation and the best models of service delivery in order to provide effective and cost-efficient business and administrative services to the OPS.

ANNUAL REPORT 2003-2004

REALTY SERVICES

The ministry and the Ontario Realty Corporation (ORC) managed the use of government-owned buildings, land and related leases to meet the future needs of Ontarians. The ORC completed a book value assessment of all MBS-held property. Surplus properties sold on behalf of MBS generated $28.5 million. The ministry and the ORC developed enhanced barrier-free guidelines for access to government facilities for persons with disabilities. MBS provided supervisory, legal and administrative support in developing the new guidelines. With government-wide application, the guidelines were published as "Standards for Barrier-Free Design".

ARCHIVES OF ONTARIO

The Archives of Ontario (the Archives) marked its 100th anniversary in 2003 with a year-long celebration of Ontario's documentary heritage, promoting the Archives as a valued provincial program. Looking forward to its second century, the Archives continued to acquire provincially significant records and preserve the corporate memory of the government for the people of Ontario.

The Archives undertook an in-depth evaluation of its services to ministries, other customers and the public. The Archives implemented a customer service satisfaction survey for users of its main reading room, inter-library loan service and website. This survey showed an overall satisfaction rate of 82 per cent. Information from the survey informed further decisions and service improvement initiatives in order to improve access to its documentary resources. The Archives also developed a strategy to increase the number of visitors to its website. The average number of user sessions per day increased by 47 per cent to 8,425.

MINISTRY ADMINISTRATION

MBS provided strategic planning, financial controllership, asset management and audit services to the ministry and the Lieutenant Governor's Office. In addition, communications, legal and advertising support services were provided to the ministry and the OPS.

ANNUAL REPORT 2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating[1]	523
Capital[2]	(33)
Staff Strength *(as of Mar. 31, 2004)*	2,525.6

NOTES:

1. Operating total incorporated realty services, which included an Ontario Realty Corporation (ORC) consolidation operating adjustment applied against MBS that eliminated inter-ministry transactions between ORC and other ministries/agencies.

2. Since 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries continued to be accounted for as expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations were accounted for on a full accrual basis.

   The capital amounts included an Ontario Realty Corporation (ORC) consolidation adjustment applied against MBS that eliminated inter-ministry capital transactions between ORC and other ministries/agencies. Given MBS was the corporate holder of the government's land and building portfolio, the accounting adjustment to capital assets expended by ministries was recorded in the capital account of MBS.

ANNUAL REPORT 2002-2003

CORPORATE CONTROLLERSHIP

MBS worked closely with ministries to ensure public resources were managed to provide value for taxpayers, protect consumers and deliver services effectively and efficiently. MBS introduced security measures to increase the safety of government buildings for the visiting public and employees. The ministry strengthened the government procurement policy to improve overall oversight of OPS procurement practices through new procurement directives, risk management tools and a revised corporate policy framework. The ministry provided leadership on program reviews, business planning and performance measures. The ministry improved internal audit services to ministries, strengthening governance and controllership.

STRATEGIC HUMAN RESOURCES

The ministry implemented the renewal and revitalization strategy for the OPS and developed a youth initiatives strategy to attract a new generation of employees. The ministry negotiated collective agreements with five bargaining agents.

INFORMATION AND INFORMATION TECHNOLOGY

MBS continued to implement Ontario's comprehensive electronic service delivery e-government strategy and launched a knowledge management strategy to improve how the OPS managed its information and resources, supported decision-making and improved the efficiency and effectiveness of government. Ontario placed third among 60 jurisdictions in a global benchmarking study of e-government (*German Bertelsmann Foundation*).

ANNUAL REPORT
2002-2003

SHARED SERVICES

MBS reviewed and streamlined forms. An additional 330 e-forms were made available. The ministry strengthened financial controllership processes and implemented collective agreement adjustments.

REALTY SERVICES

The Ontario Realty Corporation (ORC) completed its first full fiscal year as an independent operational enterprise agency. Surplus property sold on behalf of MBS by the ORC generated $81.5 million in revenue. The ministry, through the ORC, continued to provide a broad range of services, including construction project management, facilities management and asset rationalization. As part of the government's transition to accrual accounting, ORC began the review of the book values for all MBS-held real property in order to report the assets on the balance sheet.

ARCHIVES OF ONTARIO

The Archives of Ontario began preparations for its 100th anniversary in 2003. The Archives began implementing its outreach strategy, launched a new microfilm inter-loan system and began offering copies of digital images of textual and photographic items not currently in its visual database. The Archives received donated collections and continued to maintain and store Ontario's rich archival history.

MINISTRY ADMINISTRATION

MBS provided strategic planning, financial controllership, asset management and audit services to the ministry and the Lieutenant Governor's Office. In addition, communications, legal and advertising support services were provided to the ministry and the OPS.

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating[1]	288
Capital[2]	3
Staff Strength *(as of Mar. 31, 2003)*	2,537.9

NOTES:

1. Operating total incorporated realty services, which included an Ontario Realty Corporation (ORC) consolidation operating adjustment applied against MBS that eliminated inter-ministry transactions between ORC and other ministries/agencies.

2. Starting in 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries continued to be accounted for as an expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations were accounted for on a full accrual basis.

   The capital amounts included an Ontario Realty Corporation (ORC) consolidation adjustment applied against MBS that eliminated inter-ministry capital transactions between ORC and other ministries / agencies. Given MBS was the corporate holder of the government's land and building portfolio, the accounting adjustment to capital assets expended by ministries was recorded in the capital account of MBS.

For further information about ***Management Board Secretariat,*** *visit the Internet site of the Ministry of Government Services at* ***www.mgs.gov.on.ca.*** *You can find annual reports for other Ontario government ministries online at* ***www.gov.on.ca*** *under "About Government".*

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Ontario

ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Municipal Affairs and Housing

This document includes:

- ***Ministry Overview***
- ***Annual Report 2002-2003***
- ***Annual Report 2003-2004***

MINISTRY OVERVIEW

The primary responsibilities of the Ministry of Municipal Affairs and Housing (MMAH) are policy development for local government and urban affairs, land-use planning, building regulation, rural development and housing. The ministry also has direct program delivery responsibilities, primarily for rent regulation and landlord and tenant dispute resolution, Planning Act approvals and rural development programs.

Key responsibilities include:

- Developing and administering the policy and regulatory frameworks for local government, municipal financing, land-use planning, social and affordable housing, rural development and building regulation.

- Delivering planning services under the Planning Act. MMAH also develops, funds and administers programs in support of rural and urban development, municipal governance and accountability, and social and affordable housing.

- Administering residential tenancy regulation through the Ontario Rental Housing Tribunal.

- Coordinating Ontario government policies and programs that impact municipalities, acting as a centre of expertise, and providing advice, education and training on a regional basis for municipalities and other stakeholders.

- Developing and administering disaster and emergency recovery, municipal infrastructure investment and other transfer payment programs to assist communities and individuals.

ANNUAL REPORT 2003-2004

LOCAL GOVERNMENT/URBAN AFFAIRS

MMAH consulted extensively on plans to recognize in law the Memorandum of Understanding with the Association of Municipalities of Ontario.

MMAH continued to encourage excellence in local government through the Municipal Performance Measurement Program. Through this program, municipalities collect data and report on the efficiency of garbage collection, road maintenance and other local services. During 2003-04, 73 per cent of municipalities provided local taxpayers with the results, above the 60 per cent target.

LAND-USE PLANNING

MMAH took action to support the government's commitment to protect greenspace and reduce urban sprawl. The ministry introduced legislation that, if passed, would freeze new urban development on rural and agricultural land in the Golden Horseshoe for a year (retroactive to December 2003) unless it had already been zoned for development. In February 2004, a Greenbelt Task Force, composed of stakeholder representatives and experts in their respective fields, was appointed to hold consultations and report their findings and recommendations to the Minister. Work also continued to implement the Oak Ridges Moraine Conservation Plan.

Steps were taken to improve Ontario's land use planning system and reform the Ontario Municipal Board (OMB). Legislation was introduced which, if passed, would curtail urban boundary expansions not approved by municipal councils from being appealed to the OMB. The ministry's one-window provincial planning service worked well, with 96 per cent of stakeholders surveyed expressing satisfaction with the service.

ANNUAL REPORT
2003-2004

HOUSING

The ministry announced a $10 million Rent Bank program to provide low-income households with financial assistance so they can pay rent arrears and stay in their homes. The ministry also started working on a plan to consult with the public to reform the Tenant Protection Act, 1997.

RURAL DEVELOPMENT

MMAH worked with other Ontario ministries and the federal government on a redesigned program for investment in infrastructure and economic development in rural and northern communities. The ministry also began developing Ontario's first Rural Plan to provide a framework for the provincial government to support the building of strong rural communities. Through investment of $2.2 million in government funds through the RED (Rural Economic Development) program, $3.6 million in private sector investment was leveraged for Ontario's rural economy.

BUILDING REGULATION

The ministry's goal is to ensure an efficient and effective building regulatory system that is consistently applied, effectively enforced, and improves the climate for construction and maintenance of buildings. During the year, MMAH conducted ongoing reviews of the administrative and enforcement elements of building regulations and legislation. In 2003-04, ministry clients surveyed were 100 per cent satisfied with these reviews, exceeding the 80 per cent goal.

ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	663
Capital	206
Staff Strength *(as of Mar. 31, 2004)*	929.4

NOTE: Starting in 2002-2003, major tangible capital assets owned by Provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by Provincial ministries will continue to be accounted for as expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

ANNUAL REPORT
2002-2003

LOCAL GOVERNMENT AND URBAN AFFAIRS

A new and updated Municipal Act, 2001, the legislation that provides for the structure, governance, and general powers of municipalities, came into effect. The ministry provided education and training to municipal officials on the new legislation.

The ministry also met regularly with the Association of Municipalities of Ontario (AMO) under the Memorandum of Understanding (MOU) signed in December 2001. The MOU enshrined the principle of prior consultation on legislation and regulations that impact municipal budgets. The ministry also provided speedy assistance to flood-stricken areas in the Rainy River District and Peterborough.

SMART GROWTH

MMAH worked with five Smart Growth panels, partner ministries, stakeholders, and the public to build consensus on recommendations to promote and manage growth in Ontario.

PLANNING, DEVELOPMENT AND HOUSING

Eighty-one per cent of municipal clients expressed satisfaction with the ministry's one-window provincial planning service which helps to maintain a simplified and streamlined land-use planning system.

Legislation to streamline the building regulatory system and enhance the knowledge and accountability of building practitioners came into effect. The ministry also signed the Affordable Housing Agreement with the federal government.

RURAL DEVELOPMENT

During the year, the government transferred responsibility for rural development programs from the Ontario Ministry of Agriculture and Food to MAH.

The Ontario Small Town and Rural (OSTAR) Infrastructure program committed over $40.2 million towards safe drinking water for 65 municipalities. The RED (Rural Economic Development) program committed an additional $60 million in provincial funding to help rural communities overcome barriers to economic development.

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	636
Capital	20
Staff Strength *(as of Mar. 31, 2003)*	893.2

NOTE: Starting in 2002-2003, major tangible capital assets owned by Provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by Provincial ministries will continue to be accounted for as expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

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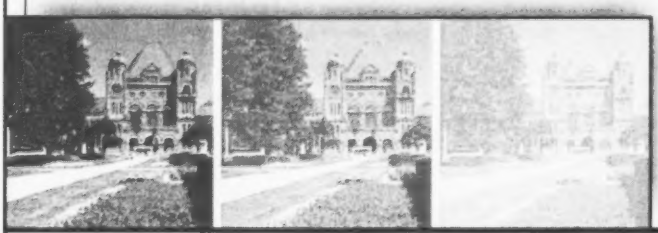
ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Natural Resources



This document includes:

- ***Ministry Overview***
- ***Annual Report 2002-2003***
- ***Annual Report 2003-2004***

MINISTRY OVERVIEW

The Ministry of Natural Resources (MNR) is the steward of Ontario's provincial parks, forests, fisheries, wildlife, mineral aggregates, petroleum resources and the Crown lands and waters that make up 87 per cent of the province.

The ministry envisions a healthy environment that is naturally diverse and supports sustainable development. The ministry's mission is to manage the province's natural resources in an ecologically sustainable way. The ministry is committed to conserving biodiversity and using natural resources in a sustainable manner.

MNR's key areas of responsibility are:

- Forest Management
- Ontario Parks
- Fish and Wildlife Management
- Geographic Information
- Lands and Waters Management
- Field Services Support
- Public Safety and Emergency Response
- Ministry Administration.

ANNUAL REPORT
2003-2004

In 2003-2004, MNR continued to ensure Ontario's interests were protected in Canada's softwood lumber dispute with the United States and worked toward permanent and unrestricted access to the U.S. market for Ontario's softwood lumber industry. The ministry also helped the forest industry identify market needs and opportunities for the province's value-added forest products sector.

The Timber Class Environmental Assessment (EA) Review was approved in July 2003 to meet the requirements of the Class EA Approval. The review had been submitted to the Minister of the Environment for a decision on the extension and amendment of the EA approval.

Through the Forest Futures Trust, the ministry committed up to $1 million to plant new trees in areas affected by the emerald ash borer and Asian long-horned beetle. The ministry worked closely with the Canadian Food Inspection Agency and others on control programs for both insects.

One hundred and eleven new parks and protected areas were regulated in 2003-2004. Park visitation for 2003 was 10,179,153 visits, a decrease of around three per cent from 2002.

Construction of the Lake Superior Provincial Park Visitor Centre was completed while work on the visitor centre in Killbear Provincial Park continued. A new access road and parking lot were constructed at French River Provincial Park in preparation for a new visitor centre.

The Kawartha Highlands Signature Site, an area encompassing 36,000 hectares, was established as a provincial park.

The ministry acquired nine properties and funded small capital projects on the Niagara Escarpment, Lynde Marsh and Rouge Park under the Ecological Land Acquisition Program. With an investment of $2.5 million, a total of 339.5 hectares was acquired and 22 small projects carried out, including trail improvements and signage.

ANNUAL REPORT 2003-2004

The ministry established a toll-free information line as part of a new Bear Wise strategy to help manage nuisance black bears and make communities safer. The strategy, which focuses on reporting, response, prevention and education, involves police, communities and the public as partners to reduce nuisance bear activity.

Three species were protected under Ontario's Endangered Species Act, bringing the total number of species protected to 39. A draft Species at Risk Strategy for Ontario was prepared and more than 50 recovery and planning projects are under way.

The ministry proposed a permanent ban on hunting and trapping wolves and coyotes in Algonquin Provincial Park and surrounding townships. The proposal would also ban chasing wolves or coyotes with dogs in the park and surrounding townships.

To protect the Great Lakes from invasive species, the ministry put forward a proposal to prohibit the buying and selling of live bighead, black, silver and grass carp, as well as 28 species of snakehead and two species of goby.

In 2003-2004, the ministry stocked a total of 10.3 million fish from MNR hatcheries. This is in addition to the 1.5 million fish (excluding walleye fry) reported to have been stocked in public waters by ministry partners.

Approximately 500,000 fox rabies vaccine baits were dropped from low-flying aircraft in southwestern Ontario. About 600,000 raccoon rabies vaccine baits were dropped in rural eastern Ontario.

Over $4 million was allocated to about 200 projects to enhance and protect fish and wildlife and their habitats. Projects included fish stocking, enforcement, management and protection/ restoration initiatives.

ANNUAL REPORT
2003-2004

MNR and the Anishinabek Nation signed an agreement to continue the Anishinabek Ontario Resource Management Council for another three years. The council provides recommendations to the Minister and Grand Council Chief on how to manage natural resources affecting Anishinabek First Nations in Ontario.

The ministry invested more than $6.2 million under the GeoSmart initiative in 32 land-related information technology projects to help Ontario municipalities improve community services and support local economic development. GeoSmart helps Ontario communities develop partnerships to acquire the tools, training and expertise to implement Geographic Information Systems.

MNR provided 2,285 resource management jobs through six youth employment programs in 2003-2004.

Ministry Expenditures ($ millions)	
	2003-2004 Actual
Operating	**518**
Capital	**111**
Staff Strength *(as of Mar. 31, 2004)*	**3,567.4**

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ANNUAL REPORT
2002-2003

In 2002-2003, MNR protected Ontario's interests in Canada's softwood lumber dispute with the United States, and worked to arrive at a resolution of the dispute that would lead to permanent and unrestricted access to the U.S. market for the province's softwood industry.

MNR submitted the Timber Class Environmental Assessment (EA) Review to the Minister of the Environment for a decision on the extension and amendment of the EA approval. The review was submitted to meet the requirements of the EA Approval and describes MNR's implementation as well as recommendations on extension and amendment of the approval. The report supports MNR's approach to managing Ontario's forests and demonstrates a commitment to sustainable forest management.

After three years of intensive work, the Ontario Forest Accord Advisory Board submitted a report entitled *"Room to Grow: Final Report of the Ontario Forest Accord Advisory Board on Implementation of the Accord."* The report outlines accomplishments and recommendations on the Ontario Forest Accord's 31 commitments.

A new provincial park was named in honour of Her Majesty Queen Elizabeth II during the Queen's visit to Ontario in the fall of 2002, Her Majesty's Golden Jubilee year. The Queen Elizabeth II Wildlands Provincial Park is located between Gravenhurst and Minden, about 100 km north of Toronto. The 335-square-km park is one of the biggest and most pristine natural areas in central Ontario.

Through the Ecological Land Acquisition Program, the ministry acquired 28 provincially significant areas across the province totaling 3,675 hectares to add to the system of protected areas. This included the purchase of a key 16-hectare property in the Rouge Park containing lands that, once restored, will become important habitat and a natural corridor for wildlife.

ANNUAL REPORT
2002-2003

Thirty-six new parks and conservation reserves were regulated in 2002-2003.

The province and Constance Lake First Nation announced plans to develop a tourism centre near Hearst in northern Ontario. The province provided $2 million toward the development of the centre. Other contributing partners included the Regional Economic Development Corporation (Nord Aski) and the Federal Initiative for the Development of Northern Ontario (FedNor.)

Increased day-use of provincial parks set a record of 10,493,291 visits for the 2002 season, representing a 3.5 per cent increase over 2001.

Seven species – six plants and one amphibian – were protected under Ontario's Endangered Species Act, bringing the total number of species protected under the act to 36. Funding was provided to protect species at risk through a variety of projects including habitat recovery and restoration and efforts to increase public awareness.

The ministry invested in more than 240 fish and wildlife partnership projects in 2002-2003 to improve hunting, fishing, and wildlife viewing opportunities. These included projects to secure wildlife habitat, wetlands, and improve access.

More than 800 waters across Ontario were stocked with a total of 8.1 million fish to help rehabilitate fisheries and provide additional recreational opportunities. This number is in addition to the 1.9 million fish (excluding walleye fry) reported to have been stocked in public waters by ministry partners under the Community Fisheries and Wildlife Involvement Program.

ANNUAL REPORT
2002-2003

MNR successfully controlled fox rabies in southern Ontario, eliminated a fox rabies outbreak in northeastern Ontario, and made significant progress in containing the raccoon rabies outbreak in eastern Ontario.

Conservation Officers had contact with 294,870 resident and non-resident resource users in 2002-2003. These contacts resulted in 18,463 charges and warnings issued and $1,291,662 in fines and penalties. The ministry's Enforcement Program reported a 93.7 per cent compliance rate in 2002-2003.

The ministry posted the Crown Land Use Atlas on the Internet, providing the public with electronic access to consolidated information on existing land-use policies including maps for Crown lands in central and mid-northern Ontario.

MNR is the lead ministry for geographic information technology in Ontario. The ministry's GeoSmart program helped small, rural and northern communities find ways to increase their capacity to benefit from the potential of land-information related technologies to improve local services and support economic development.

MNR created resource management jobs for 2,288 young people in 2002-2003 through six youth employment programs.

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	454
Capital	72
Staff Strength *(as of Mar. 31, 2003)*	3,663.9

NOTE: Starting in 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as expenses in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

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Ontario

ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Northern Development and Mines

This document includes:

- *Ministry Overview*
- *Annual Report 2002-2003*
- *Annual Report 2003-2004*

2002-2003 ANNUAL REPORTS 2003-2004

MINISTRY OVERVIEW

As the lead ministry for the North, the Ministry of Northern Development and Mines works to make northern Ontario and the provincial minerals sector strong, healthy and prosperous.

The ministry provides northerners with access to government, programs and services, and promotes a healthy business climate that encourages investment in Ontario.

It ensures northern input in the development of government policies and programs. By providing a northern perspective, the ministry supports provincial initiatives in the North and addresses unique northern circumstances. Its 31 Northern Development Offices and 31 Government Information Centres (GICs) provide pan-northern access to programs and services, while delivering numerous programs and services with, and on behalf of, partner ministries.

Economic development professionals specializing in forest products, mining, business and industry, biotechnology, manufacturing, telecommunications, agriculture, tourism, trade and investment marketing, help municipalities, First Nations and businesses attract investment, pursue business opportunities and diversify local economies.

The Northern Ontario Heritage Fund Corporation (NOHFC), which is chaired by the Minister of Northern Development and Mines, provides critical financial assistance to support business development, capital and infrastructure investment, and job creation in Northern Ontario communities.

The ministry co-ordinates essential provincial investment in the North's transportation, telecommunications and public infrastructure through the Ontario Northland Transportation Commission (ONTC) and the Owen Sound Transportation Company (OSTC).

Its Northern Transportation Program works with other ministries to expand and maintain the northern highways system, roads in unincorporated areas, resource access roads and winter roads.

MINISTRY OVERVIEW

To enhance mineral sector competitiveness, the ministry manages Ontario's mining lands, attracts investment and supports mineral development. It administers the Ontario Mining Act to ensure fair access to Crown mineral rights and equitable management of mining lands.

The Ontario Geological Survey (OGS), which delivers a province-wide mandate through its Sudbury headquarters and 10 regional Resident Geologist offices, provides geoscience information and services that foster the vibrant mineral sector and help Ontario maintain its standing as a world geoscience leader.

It also provides strategic geoscience baseline information required to identify Ontario's groundwater aquifers, potential for non-renewable energy and sources of quality construction mineral resources and to support government's groundwater protection priorities. This geoscience information also facilitates informed land-use planning decisions, which leads to healthy, sustainable community development.

The ministry's Mineral Development and Rehabilitation of Mining Lands Program works with partner ministries and federal departments to promote safe, sound and sustainable use of Ontario's mining lands.

ANNUAL REPORT 2003-2004

NORTHERN ONTARIO HERITAGE FUND CORPORATION (NOHFC)

The NOHFC continued to support infrastructure, tourism, telecommunications, strategic partnerships and community foundations initiatives. Later in 2003-2004, a new emphasis was placed on economic development and job creation. The NOHFC invested $85.2 million in 2003-2004.

NORTHERN HIGHWAYS

More than $205 million was invested through the Northern Highways Program in 2003-2004, which supported ongoing four-laning projects on Highways 11, 69 and 17. One new contract was awarded for a six km section of Highway 11 from Katrine to Emsdale.

In November 2003, Canada and Ontario signed the joint federal-provincial Strategic Highway Infrastructure Program (SHIP) agreement. Through SHIP, both levels of government are to share equally in the costs of designated projects located on the National Highway System.

ONTARIO NORTHLAND TRANSPORTATION COMMISSION (ONTC)

The ministry followed through on its Service Improvement Strategy to bring about enhancements in marine and bus services.

The Owen Sound Transportation Company Limited entered its second year as a separate operational enterprise agency and continues to enhance the services of the M.S. Chi-Cheemaun in support of tourism in northern Ontario.

The government declined CN Rail's proposal to purchase ONTC rail assets. It continued to provide the necessary financial support while it worked with the ONTC board to achieve service improvements and operational efficiencies.

ANNUAL REPORT 2003-2004

COMMUNITY INFRASTRUCTURE

Forty-seven northern projects representing an estimated $88 million in capital costs were approved under Option 1 of the Ontario Small Town and Rural Development (OSTAR) Infrastructure program. An additional 20 northern projects, with an estimated total approved capital cost of over $90 million, were approved under Option 2, which allows communities to address health and safety issues.

Funding was approved for 99 northern projects, representing a commitment of more than $27 million, under the government's $300 million Sports, Culture and Tourism Partnerships (SCTP) initiative.

A GLOBALLY COMPETITIVE MINERAL SECTOR

Ontario's exploration spending in 2003 was approximately $219 million.

The ministry introduced enhanced geoscience and mining lands products, and initiated movement toward a stronger mining cluster in Ontario. In November 2003, the government created the Ontario Mineral Industry Cluster Council.

The ministry also continued its program of mine site cleanup and rehabilitation through the Abandoned Mines Rehabilitation Program.

ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	76
Capital	332
Staff Strength *(as of Mar. 31, 2004)*	493.6

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ANNUAL REPORT
2002-2003

NORTHERN ONTARIO HERITAGE FUND CORPORATION (NOHFC)

A new Far North Assistance Program was introduced under the NOHFC. Investments totaling $103 million continued to focus on northern development opportunities in infrastructure, telecommunications, tourism, strategic partnerships and community foundations.

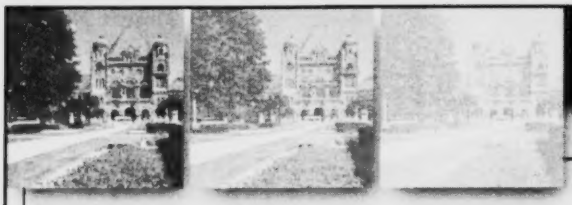
NORTHERN HIGHWAYS

More than $262 million was invested through the Northern Highways Program including work on four-laning Highway 69 south of Parry Sound, opening a four-km section of Highway 69 south of Parry Sound, and on Highway 11, opening the eight-km Trout Creek Bypass and a 13-km section between Melissa and Emsdale.

ONTARIO NORTHLAND TRANSPORTATION COMMISSION (ONTC)

The ministry continued to implement the Service Improvement Strategy by initiating a two-phase strategy that involved exploring divestiture options for ONTelcom, reorganizing marine operations and enhancing motor coach and train services.

In April 2002, the Owen Sound Transportation Company Limited (OSTC), formerly a wholly owned ONTC subsidiary, became a separate operational enterprise agency.



ANNUAL REPORT 2002-2003

COMMUNITY INFRASTRUCTURE

Ministry staff consulted with 75 communities on the government's Ontario Small Town and Rural (OSTAR) Development, assisted 151 communities and organizations under the Sports, Culture and Tourism Partnerships (SCTP) and helped Sudbury ($15 million) and Thunder Bay ($11 million) develop successful Millennium Partnership proposals.

A GLOBALLY COMPETITIVE MINERAL SECTOR

Ontario's exploration spending in 2002 was approximately $139 million. Key initiatives included completion of the Operation Treasure Hunt geoscience mapping project, a $3.5 million NOHFC investment in a geoscience mapping project in the Lake Nipigon region and new projects under the Ontario Mineral Exploration Technologies Program.

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	73
Capital	391
Staff Strength *(as of Mar. 31, 2003)*	487.3

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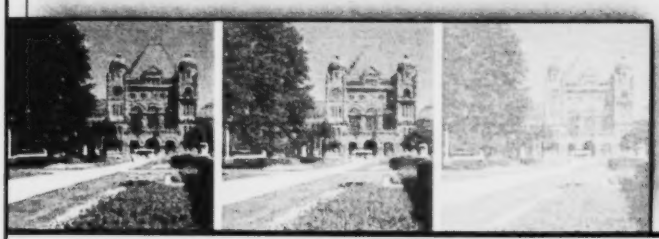
ANNUAL REPORTS

2002-2003 2003-2004

Ontario Native Affairs Secretariat



This document includes:

- ***Ministry Overview***
- ***Annual Report 2002-2003***
- ***Annual Report 2003-2004***

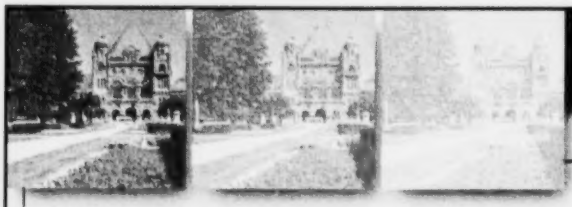
2002-2003 ANNUAL REPORTS 2003-2004

MINISTRY OVERVIEW

The Ontario Native Affairs Secretariat (ONAS) has key responsibilities in the areas of coordination of Aboriginal affairs across the government, relationships and land claims.

ONAS carries out its mandate by working in cooperation with a wide range of partners and stakeholders both external to and within the provincial government. These include First Nations and First Nation organizations, Métis organizations, urban Aboriginal organizations, Aboriginal service delivery organizations, provincial/regional Aboriginal organizations, all provincial ministries, federal government departments and agencies (particularly Indian and Northern Affairs Canada), municipalities and private sector representative organizations.

ONAS also coordinates Aboriginal affairs and land claims.



ANNUAL REPORT
2003-2004

- Continued progress on settlement of land and land-related claims, including the Rainy River claim, the Temagami land claim and the Algonquin land claim.
- Worked with the Ministry of Natural Resources on a government response to Métis issues related to the Supreme Court decision in R. v. Powley in 2003 related to harvesting rights in Ontario and potential broader implications on Métis rights and non-rights issues.
- Continued working in cooperation with other provincial ministries as required on the development of major corporate policy initiatives.
- Renewal of the government's Building Aboriginal Economies strategy and continued funding for the Working Partnerships program.
- Worked with partner ministries to obtain extension of the government's Aboriginal Healing and Wellness Strategy.
- Initiated a process for annual meetings between the Premier and the Minister Responsible for Aboriginal Affairs and leaders of the major provincial Aboriginal organizations.
- Expanded on the existing relationship with the federal government through the Federal/Provincial/Territorial/Aboriginal process.

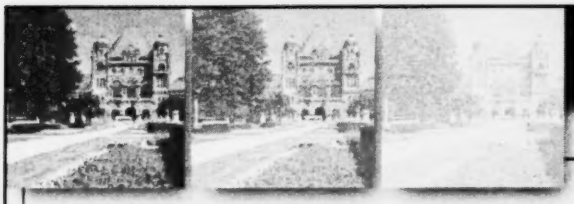
ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	15
Capital	—
Staff Strength *(as of Mar. 31, 2004)*	52.8

Note: Starting in 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as an expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

ANNUAL REPORT
2002-2003

- Continued progress leading to the settlement of land and land-related claims and demonstrated progress on the implementation of settled claims.
- Worked with the ministries of Natural Resources and Attorney General on preparing the government's position for the upcoming Supreme Court decision in R. v. Powley.
- In cooperation with partners in the public and private sector, continued to support Aboriginal job creation and employment through economic development transfer payment programs.
- Working with partners in the public and private sector, co-hosted a national business summit in Toronto on the theme of Aboriginal economic and business development.
- Continued to work with the federal government through the Federal/Provincial/Territorial/Aboriginal proves on issues of mutual importance.



ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	15
Capital	2
Staff Strength *(as of Mar. 31,2003)*	59.8

Note: Starting in 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as an expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

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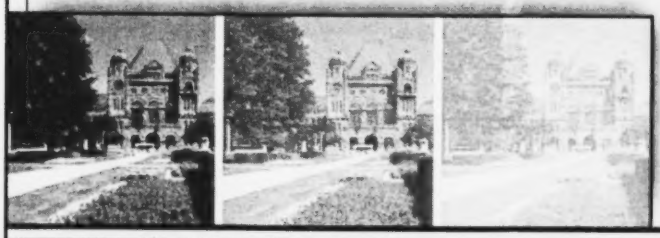
Ontario

ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Tourism and Recreation



This document includes:

- ***Ministry Overview***
- ***Annual Report 2002-2003***
- ***Annual Report 2003-2004***

MINISTRY OVERVIEW

The Ministry of Tourism and Recreation, in partnership with the tourism, sport and recreation sectors, supports the delivery of high-quality tourism and recreation experiences.

Tourism

The ministry leads the development of policies, regulations and strategies to advance Ontario's competitive advantage in tourism. It conducts research and analysis to support marketing, product development, policy, investment and business decisions by governments and industry.

The ministry encourages private-sector investment and new product development to support Ontario's tourism sector. It supports regional tourism economic planning and in partnership with the tourism industry, promotes the development of new experiences and destinations.

Through its tourism marketing agency, the Ontario Tourism Marketing Partnership Corporation (OTMPC), the ministry develops and implements marketing programs to promote Ontario as a year-round travel destination. The ministry also provides visitor services at 18 seasonal and year-round Travel Information Centres (TICs) located at border crossings and other key locations in Ontario.

The ministry operates two tourist attractions – Huronia Historical Parks and Fort William Historical Park. It oversees the activities of seven attractions and agencies:

- Ontario Place Corporation
- Niagara Parks Commission
- St. Clair Parks Commission
- St. Lawrence Parks Commission
- Ontario Tourism Marketing Partnership Corporation
- Metro Toronto Convention Centre Corporation
- Ottawa Congress Centre

MINISTRY OVERVIEW

Sport and Recreation

The ministry encourages involvement in sport, recreation and physical activity for the health, social and economic benefit of Ontarians and the communities in which they live.

Working with amateur sport and recreation stakeholders, local and provincial field services, delivery partners, other ministries and the federal government, the ministry contributes to a strong provincial sport system, the development of athletic achievement in Ontario and participation in sport, physical activity and recreation by Ontarians of all ages.

The ministry supports multi-sport games that provide athletes with competitive opportunities and bring economic benefits to the host communities. Ontario's most outstanding athletes and coaches are recognized each year through the Ontario Sports Awards.

The ministry encourages all Ontarians, particularly children and youth, older adults, Ontarians with a disability and other segments of society not currently physically active, to participate in sport and recreation in order to reduce the health risks associated with sedentary lifestyles.

Ministry Vision

The Ministry of Tourism and Recreation will be a recognized national leader in job creation and investment and in building physically active and healthy communities. This will be accomplished through the support and development of the tourism, sport and recreation sectors and the pursuit of athletic excellence.

ANNUAL REPORT 2003-2004

Revitalizing Tourism

Ontario's tourism industry faced a series of unprecedented challenges in 2003-04, including the Severe Acute Respiratory Syndrome (SARS) emergency, the August 2003 power blackout, the rise in the Canadian dollar and lingering impacts of the Iraq war and 9/11. The SARS crisis, in particular, had a devastating impact on tourism in Toronto and other parts of the province.

The ministry acted decisively to help the tourism industry recover. Working closely with tourism coalitions and industry partners, the ministry and its tourism marketing agency, the Ontario Tourism Marketing Partnership Corporation, mounted aggressive marketing campaigns and special promotional events to restore the world's confidence in Ontario as a tourist destination. A two-year Tourism Recovery Program was established to invest in strategic partnerships across the province to market events and destinations, promote cultural tourism and attract convention business.

Among our tourism recovery highlights:

- A successful partnership with Mirvish Productions led to the sale of nearly 400,000 theatre packages, worth more than $50 million.
- The "Time for a Little TO" celebrity ad campaign ran in 18 domestic markets and helped sell 9,000 room nights.
- The Concert for Toronto at the SkyDome and Air Canada Centre, the "Molson Canadian Rocks for Toronto" concert featuring the Rolling Stones, and the Conan O'Brien week in Toronto all generated media coverage and publicity. The Conan shows reached more than 10.8 million viewers in the U.S., and of 4,000 viewers surveyed afterwards in key tourism markets, 22 per cent indicated they would visit Ontario.
- A 16-page marketing insert was placed in April 2003 editions of eight upscale U.S. magazines, such as Vanity Fair, Gourmet and Conde Nast Traveler, with a combined circulation of nine million and an estimated readership of 40 million.

ANNUAL REPORT 2003-2004

Between July 1, 2003 and March 31, 2004, the ministry invested $62.5 million in tourism recovery initiatives. According to an independent analysis by PKF consulting, this investment resulted in an additional 3.6 million visitors, who would potentially not have visited Ontario in the absence of tourism recovery efforts. These visitors injected an estimated $687 million into the economy ($285 million in the GTA; $402 million in other parts of Ontario) and supported 13,700 direct and indirect jobs. Every dollar invested generated a return of $11 in tourism spending.

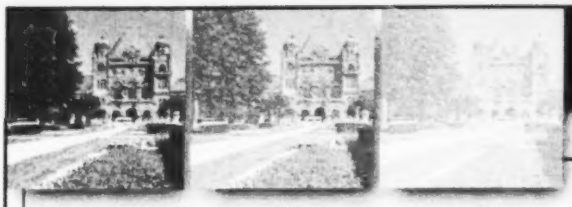
While the OTMPC played a lead role in tourism recovery efforts, working closely with such partners as the Toront03 Alliance, the ministry's other agencies and attractions also forged new partnerships and marketing strategies to attract more visitors.

Despite coping with severe floods that damaged almost all its facilities, Old Fort William celebrated the 200th anniversary of the Great Rendezvous and changed its name to Fort William Historical Park. It welcomed 92,000 visitors, of whom 55 per cent were international visitors, and was voted one of the Top 10 Tourism Attractions in Canada in 2003.

Huronia Historical Parks generated gate receipts of nearly $500,000, and accounted for 49 per cent of attendance at other area attractions. The St. Lawrence Parks Commission celebrated the 65th anniversary of the opening of Fort Henry National Historic Site as a museum and the Fort Henry Guard.

The ministry designed a special research program to track the impact of SARS on tourism, and shared timely updates with the tourism industry. In partnership with Industry Canada, the ministry organized and hosted an emergency meeting of federal/provincial/territorial tourism ministers to develop a national strategy for dealing with the impacts of SARS.

The ministry continued to develop the Ontario Tourism Strategy in consultation with stakeholders.



ANNUAL REPORT 2003-2004

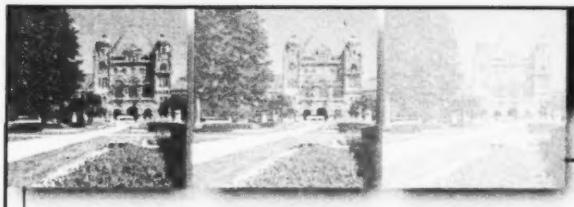
In January 2004, the ministry launched a new tourism investment website. The website provides comprehensive, Internet-based data on hotel occupancy rates, labour rates, number of tourism establishments, visitor characteristics and investment opportunities.

The ministry worked with communities across the province to develop regional inventories of tourism assets. South Georgian Bay, Windsor, Essex and Pelee Island and Mississauga used the ministry's Premier-Ranked Tourist Destinations Framework to identify local tourism opportunities. Other communities with reviews underway included Sarnia/Lambton, Niagara, Hamilton and Sudbury.

The ministry held its first-ever Ontario Tourism Investment Symposium, presenting 16 municipal investment opportunities to 350 participants. The ministry also hosted a wine and culinary showcase in Germany and continued to support such activities as the Niagara Wine and Food Classic and Prince Edward County's TASTE Trail. In September 2003, the ministry opened the new Fort Erie Travel Information Centre. The travel centre is the key tenant in a privately built and owned multi-purpose complex of enhanced tourist services.

In northern Ontario, the ministry worked with the Northern Ontario Tourist Outfitters Association (NOTO) in support of resource stewardship agreements. The ministry also worked with NOTO, the Ministry of Natural Resources and the Ministry of Northern Development and Mines to initiate a strategic review of resource-based tourism licensing.

The OTMPC took on its new role of delivering tourism marketing services in the North with the opening of an office in Sault Ste. Marie. The office will support the activities of the newly created Northern Marketing Committee.



ANNUAL REPORT 2003-2004

Strengthening Sport and Recreation

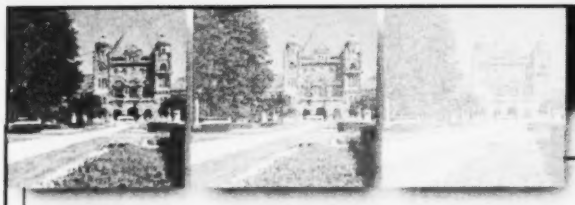
In October 2003, Ontario and the City of Hamilton hosted the 2003 World Cycling Championships. With a ministry investment of $2.25 million, the four-day event attracted approximately 900 athletes and 23,800 visitors, with an additional 500 million television viewers world-wide. The championship generated nearly $50 million in tourism spending in the region and across Ontario, and built a base of more than 3,000 trained volunteers.

The ministry also supported Hamilton's bid to host the 2010 Commonwealth Games, and endorsed the bids of three communities – Ottawa, London/ Kitchener and Hamilton – to host the 2006 World Junior Hockey Championships. While these bids were unsuccessful, they helped to raise Ontario's international profile as a tourist destination and a premier venue for major sporting events.

Through its involvement in the federal/provincial/territorial Ministers of Sport, Recreation and Fitness Conference, the ministry participated in the implementation of the Canadian Sport Policy. Several specific initiatives were approved, including:

- Strategic Framework for Hosting International Sport Events in Canada
- Canadian Policy Against Doping in Sport
- Collaborative plan of action to increase physical activity.

The ministry continued to support participation in sport and recreation at the local, regional and provincial level with $4.1 million in grants through the Community Sport Opportunity Fund and the Recreation Development Fund.



ANNUAL REPORT 2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	209.0
Capital	51.0
Staff Strength *(as of Mar. 31, 2004)*	542.5

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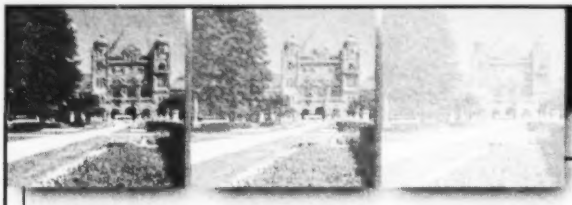


ANNUAL REPORT 2002-2003

Tourism

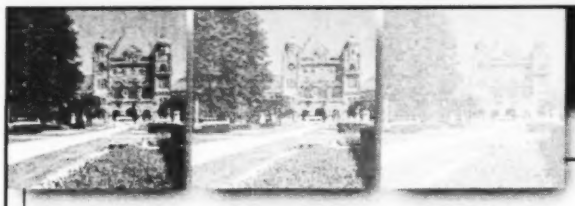
In 2002-03, the ministry worked with the tourism industry to address the downturn in global tourism in the aftermath of 9/11 and in anticipation of a war in Iraq. The ministry consulted with the industry to identify immediate concerns, as well as seek input on a long-term strategy to strengthen Ontario tourism. Seven stakeholder sessions on a provincial tourism strategy were held, with over 325 participants.

The ministry led development of a new questionnaire for the Canadian Travel Survey. The ministry also designed a research plan to monitor the impacts of the Iraq war on Ontario tourism. The ministry worked with the Michigan tourism authority to develop and present a tourism seminar at the Ontario-Michigan Summit.

Through the Ontario Tourism Marketing Partnership Corporation (OTMPC), the ministry continued its advertising and marketing campaigns targeting domestic and U.S. border markets. Major initiatives included a $250,000 marketing partnership to promote golf tourism; Just the Ticket 2002, a special program to promote theatre getaways in Ontario; $300,000 to help Ottawa host the 2003 Juno Awards; and marketing support for such high-profile events as the Molson Indy. In total, OTMPC invested over $2 million to market 101 Ontario festivals and events in 2002-2003.

In January 2003, the ministry joined with the Ministry of Northern Development and Mines to launch a new delivery model and investment of up to $6.8 million to strengthen tourism marketing for northern Ontario. The new model integrated northern tourism marketing with the OTMPC, to provide greater coordination and more potential for partnerships to attract visitors to the North.

The ministry partnered with the Northern Ontario Tourist Outfitters Association and Ministry of Natural Resources to implement the Resource Stewardship Agreement program. The ministry was also a partner in the development of an Aboriginal Tourism Development Strategic Plan for Northern Ontario.



ANNUAL REPORT
2002-2003

The ministry launched a new Tourism Consumer Information System (TCIS) to make information on travelling in Ontario more accessible for travellers and tourism businesses. TCIS integrates a call centre, brochure fulfillment centre, customer services database, business-to-customer website and business-to-business website.

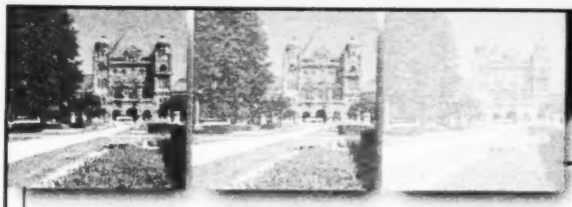
The ministry held five Economic Development Forums in 2002-03, with 90 participants. The ministry released a major study on tourism festivals and events and their impact on local economic development, as well as a study and action plan to enhance investment in Ontario's tourism industry.

The ministry moved forward with implementation of its Wine and Culinary Tourism Strategy with support for the inaugural Niagara Wine and Food Classic. The event showcased more than 30 wineries. The ministry also supported the development of the Prince Edward County TASTE trail, and the first Ontario night at the Santé Festival.

The ministry worked with municipalities and francophone tourism establishments to develop a provincial francophone tourism strategy. The ministry also supported the release of the first-ever promotional brochure for Aboriginal tourism in Ontario, which included six new packages for Aboriginal tourism experiences.

In July 2002, the ministry joined Ontarians and young people from around the world in celebrating World Youth Day. An Ontario Pavilion at Exhibition Place, staffed by Ontario Travel Information Centre counsellors, welcomed 7,000 visitors.

The ministry's agencies and attractions worked to attract more visitors and convention business to Ontario. St. Lawrence Parks Commission opened the Crysler Park Maple Sugar Bush and continued "Alight at Night" at Upper Canada Village. Ontario Place added four new family attractions, while the Niagara Parks Commission opened Legends on the Niagara, a 45-hole golf complex. The Metro Toronto Convention Centre was the busiest convention and trade show facility in Canada, hosting nearly 650 events and over two million guests.



ANNUAL REPORT
2002-2003

Sport and Recreation

In April 2002, Ontario endorsed the Canadian Sport Policy and related federal/provincial/territorial Priorities for Collaborative Action.

The ministry launched a new Community Sport Opportunity Fund, providing local, regional and provincial sport organizations with $1.25 million in grants. Through its Recreation Development Fund, the ministry provided $2.1 million in strategic funding for projects to increase participation in recreation, sport and physical activity.

The ministry supported Ontario athletes at the 2003 Jeux du Canada Games in Bathurst and Campbellton, New Brunswick. More than 260 of Ontario's most promising young athletes competed in 21 sports. Other sporting events included the 2002 Ontario Summer Games in Kitchener, the 2002 Ontario Senior Games – Actifest in Kingston and the 2003 Ontario Senior Games – Winterfest in London.

In February 2003, the ministry engaged the Sport Alliance of Ontario to manage the Ontario Games Program, Ontario Sports Awards Program, Support for Team Ontario participation in the Canada Games and Coaching Support Services Program.

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	**135.0**
Capital	**55.0**
Staff Strength *(as of Mar. 31, 2003)*	**577.3**

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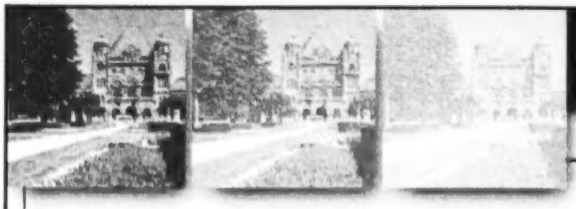

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Ontario

ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Training, Colleges and Universities

This document includes:

- ***Ministry Overview***
- ***Annual Report 2002-2003***
- ***Annual Report 2003-2004***

MINISTRY OVERVIEW

The Ministry of Training, Colleges and Universities is committed to building the best workforce in North America that will attract the most jobs and the highest levels of investment.

POSTSECONDARY EDUCATION

TCU provides policy and program direction and financial support to postsecondary institutions in Ontario in support of the government's social and economic policy objectives, with the goal of providing opportunities for excellent, accountable, relevant and accessible postsecondary education.

The Postsecondary Education program includes operating the Ontario Student Assistance Program (OSAP), administering transfer payments to colleges and universities and developing policies and programs related to funding, governance and programs at colleges and universities.

LABOUR MARKET AND TRAINING

TCU focuses on increasing the quality and quantity of skilled labour in Ontario and supports the key government priority of increased job creation. TCU supports delivery of programs and services and works with employers, regulatory bodies, immigrant groups, training providers and other stakeholders to provide opportunities for internationally trained individuals to work in their trades or professions and to support an apprenticeship program to help people enter the skilled trades.

The ministry also prepares unemployed Ontarians to enter the workforce and provides literacy and basic skills upgrading.

ANNUAL REPORT 2003-2004

POSTSECONDARY EDUCATION

TCU continued to work to address the sustained increase in participation rates at postsecondary institutions that began with the double cohort and is expected to continue throughout the decade.

The ministry worked with universities to ensure the commitments for the double cohort would be met and that universities would accept the anticipated 70,000 first-year students in September 2003.

Funding was announced to create over 20,000 new student spaces for a total of 135,000 new places in postsecondary institutions.

TCU announced funding to establish northern Ontario's first medical school, located at Lakehead University in Thunder Bay and Laurentian University in Sudbury.

The ministry established the Quality Assurance Fund for colleges and universities. The fund provided universities with $75 million and colleges with $60 million.

The Ontario Colleges of Applied Arts and Technology Act, 2002, was proclaimed to allow more flexibility and variability in college programs to better respond to the needs of local communities.

ANNUAL REPORT 2003-2004

TRAINING AND EMPLOYMENT SYSTEM

TCU registered over 19,000 new apprentices and delivered employment services to 127,000 clients at 127 Job Connect sites throughout the province. It also provided an estimated 42,000 individuals with literacy and numeracy training services at approximately 300 sites across the province.

An investment in updated equipment in college classrooms supported the expanded apprenticeship program. The ministry also worked to implement a new model of training, combining college diploma and apprenticeship to provide flexibility and greater access for young people who might choose training in the trades.

The ministry expanded programs to help new Canadians and the internationally trained integrate into Ontario's workforce, including the development of new bridge training programs in teaching, engineering and healthcare professions. Among government investments was an expansion of the CARE for Nurses project to provide bridge training to an additional 100 nurses.

ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	**3,883**
Capital	**120**
Staff Strength *(as of Mar. 31, 2004)*	**612.5**

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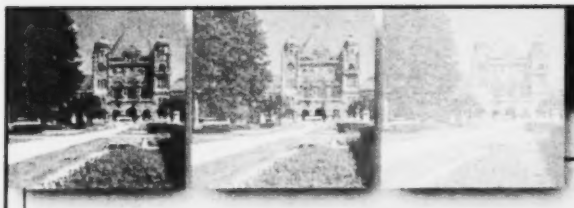


ANNUAL REPORT
2002-2003

POSTSECONDARY EDUCATION

TCU worked to meet commitments to accommodate students in the double cohort, including expanding apprenticeship and other training programs to support those students who chose to enter the workforce.

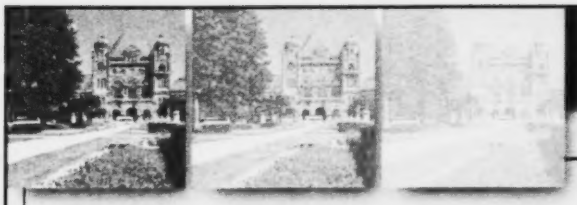
To address expanded enrolment, operating grant funding for colleges and universities was increased and $2.6 billion from the ministry and its partners was invested to create new student spaces at campuses across Ontario.

TCU worked closely with Ontario's universities to ensure that the number of high school students accepted into a university program kept pace with the increased number of applicants.

The ministry gave consent to establish an additional 24 applied degree programs at Ontario's colleges and allowed community colleges to further diversify their range of programs by evolving into newly designated college institutes that encourage specialization tied to local priorities.

TCU implemented the College Equipment and Renewal Fund to help colleges acquire state-of-the-art equipment and learning resources.

Legislation was passed to establish the University of Ontario Institute of Technology and construction of the new campus began.



ANNUAL REPORT 2002-2003

TRAINING AND EMPLOYMENT

TCU continued to implement a training strategy to ensure the province could respond to the skills gaps created in the knowledge economy and the skills shortages expected as "baby boomers" enter retirement. The ministry increased investments to help Ontarians access apprenticeship and training programs.

The ministry invested $3.4 million to help people upgrade their skills to become apprentices in 12 high-demand skilled trades through the Pre-apprenticeship Training Program.

TCU increased support for the Ontario Youth Apprenticeship Program to help more secondary students gain experience in the workplace and start careers in the skilled trades.

The ministry continued to invest in bridge training programs to assist internationally trained engineers, pharmacists, teachers, laboratory technicians, skilled trades people and other professionals to practise in Ontario. It also established new partnerships with the Canadian Manufacturers and Exporters and the Ontario Regulatory Bodies Steering Committee on Access Issues for Immigrants to encourage regulators and employers to develop their own access initiatives.

Through investments in the TVOntario Lifelong Learning Challenge Fund, eight projects were developed in partnership with industry and educational institutions to provide online learning opportunities in key areas such as welding, blueprint reading, electronics and e-commerce.

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	**3,471**
Capital	**71**
Staff Strength *(as of Mar. 31, 2003)*	**581.5**

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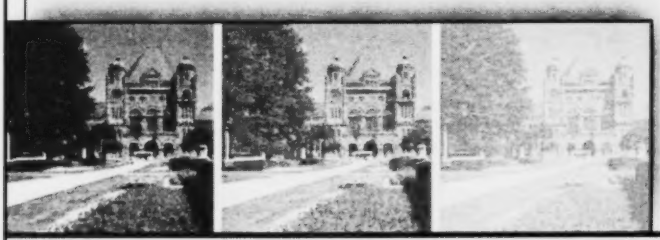
Ontario

ANNUAL REPORTS

2002-2003 2003-2004

Ministry of Transportation



This document includes:

- ***Ministry Overview***
- ***Annual Report 2002-2003***
- ***Annual Report 2003-2004***

2002-2003 ANNUAL REPORTS 2003-2004

MINISTRY OVERVIEW

A safe, efficient and integrated transportation system is critical to our quality of life, a strong economy and a clean and healthy environment. The Ministry of Transportation's (MTO) strategic plan accommodates growth and supports Ontario's economic competitiveness by:

- **Planning, Managing and Maintaining a Safe, Efficient and Integrated Transportation System**: The ministry sets safety standards and regulations governing road user safety and also manages construction and maintenance of Ontario's highway network. We are working with other governments to create an integrated and seamless transportation system by road, rail, water, air and public transit.

- **Improving Public Transit**: The ministry is improving public transit service. Making key investments in GO Transit and municipal transit expansion and sharing provincial gas tax revenues with municipalities will ensure long-term, stable transit funding and attract new riders. The creation of a single fare card system in the Greater Toronto Area will make public transit more convenient and attractive.

- **Planning and Investing in Critical Transportation Infrastructure**: MTO is increasing investments in Ontario's transportation infrastructure, making improvements to ease congestion and improve border safety at all major crossings. Moving people and $900 million in goods across the Ontario-U.S. border each day is essential to a strong economy. The ministry oversees the ongoing maintenance and operation of 16,500 kilometres of highways; 2,800 bridges/structures; 29 remote airports and eight ferry services.

MINISTRY OVERVIEW

- **Promoting Safety on Ontario Roads:** In 2003, there were 9.7 million vehicles, 8.5 million drivers and approximately 85,000 bus and truck companies actively operating on Ontario's roadways. While Ontario has the safest roads in North America, we will keep working to improve road safety through legislation, education, outreach and enforcement programs.

- **Enhancing Public Service and Customer Satisfaction:** MTO is improving customer service delivery by expanding customer access to products and services on the internet and by telephone.

ANNUAL REPORT 2003-2004

PUBLIC TRANSIT

- The Ontario Transit Vehicles Program provided funding for fleet expansion, renewal and refurbishment.
- A new yield-to-bus regulation improved transit service reliability.
- An agreement-in-principle was struck with the federal government and the City of Toronto to provide transit funding worth $1 billion to the Toronto Transit Commission over five years.

ROAD SAFETY

Road safety was supported through partnerships with police services and various safety groups. Activities included:

- 12 province-wide truck safety blitzes
- Major seatbelt safety campaigns in the spring and fall
- Allowing municipalities to use red light camera technology to enhance enforcement and traffic safety on municipal roads

ENHANCED SERVICES

Changes to ministry products and services included outsourcing driver examination services to a private-sector partner.

ANNUAL REPORT 2003-2004

HIGHWAY INVESTMENT

The ministry invested almost $1 billion in highway infrastructure projects across the province. Investments included:

- Widening Hwy 8 from the Kitchener-Waterloo Expressway to Fergus Avenue
- Hwy 420 reconstruction through Niagara Falls
- Construction of a new Hwy 410 alignment in Brampton
- Opening new Bus Bypass Shoulders on Hwy 403 through Mississauga
- Hwy 7 reconstruction from Hwy 134 to Norwood
- Hwy 69 alignment between MacTier and Parry Sound
- Twinning Hwy 11 between Trout Creek and South River
- Construction on the new Hwy 17 alignment east of Sault Ste. Marie

INTERGOVERNMENTAL PARTNERSHIPS AND INITIATIVES

The province continued to work with the federal government, municipalities and U.S. jurisdictions to improve the efficiency of Ontario's international border crossings and strategic trade corridors through:

- Joint federal-provincial funding of $336 million for 10 highway improvement projects in Ontario through the Strategic Highway Infrastructure Program
- The Let's Get Windsor-Essex Moving strategy: a $300 million, five-year joint agreement with the federal government and the City of Windsor for improvements to the Windsor-Detroit gateway

ANNUAL REPORT
2003-2004

	Ministry Expenditures ($ millions)
	2003-2004 Actual
Operating	800
Capital	797
Staff Strength *(as of Mar. 31, 2004)*	4,215.6

NOTE: Starting in 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

ANNUAL REPORT
2002-2003

PUBLIC TRANSIT

The ministry invested in public transit through programs such as:

- The Ontario Transit Renewal Program
- Transit Investment Partnerships
- Golden Horseshoe Transit Investment Partnerships

ROAD SAFETY

MTO's road safety agenda included:

- Three province-wide truck safety blitzes
- Seatbelt safety campaigns in the spring and fall
- Launching the Ignition Interlock Program to combat drinking and driving
- Extending the red light camera pilot project, as requested by municipalities

ENHANCED SERVICES

Changes to ministry products and services included creating an online system to book road tests.

ANNUAL REPORT
2002-2003

HIGHWAY INVESTMENT

The ministry invested almost $1 billion in highway infrastructure projects across the province, including:

- Continued reconstruction of Hwy 402 between Hwy 401 and Sarnia
- Rehabilitation of QEW Garden City Skyway in St. Catharines
- Continued reconstruction of Hwy 417 east of Ottawa
- Reconstruction of Hwy 17 east of Sturgeon Falls
- Reconstruction of Hwy 11 in the Atikokan area
- Continued the strategic rehabilitation program of Hwy 401 through the Greater Toronto Area

INTERGOVERNMENTAL PARTNERSHIPS AND INITIATIVES

The province partnered with the federal government, municipalities and U.S. jurisdictions in:

- Easing traffic congestion at the approach to the Windsor-Detroit border crossing
- A bi-national needs and feasibility planning study on traffic flow at the Windsor border

ANNUAL REPORT
2002-2003

	Ministry Expenditures ($ millions)
	2002-2003 Actual
Operating	814
Capital	578
Staff Strength *(as of Mar. 31, 2003)*	4,828

NOTE: Starting in 2002-2003, major tangible capital assets owned by provincial ministries (land, buildings and transportation infrastructure) are accounted for on a full accrual accounting basis. Other tangible capital assets owned by provincial ministries will continue to be accounted for as expense in the year of acquisition or construction. All capital assets owned by consolidated government organizations are accounted for on a full accrual basis.

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